



Work where your work matters. Work at CCRC.

CCRC prides itself as a workplace of choice for passionate talent, driven by our mission to cultivate child, family and community well-being. Whether the position works directly with the public or supports our programs, every position is vital to our mission's success and reputation as a leader. We are not your typical non-profit. We are 1200+ people strong and growing!

You could play a key role supporting the Resource & Referral Division! Go to our job board to apply:

[job board](#)

The FRC Program Supervisor job at a glance

General Summary

Under general supervision, the Family Resource Center (FRC) Program Supervisor is responsible for overseeing the daily operations of the Family Resource Center, ensuring the effective delivery of services that support families. This role includes supervising staff, coordinating outreach events, organizing family engagement events. The FRC Program Supervisor ensures compliance with program guidelines, monitors service effectiveness, and assists with data collection and reporting. Additionally, they provide training and support to staff, helping to foster a welcoming and resourceful environment for families. The Supervisor ensures workplace culture of respect and inclusion in all aspects of the work. The Program Supervisor creates and maintains a culture of learning, innovation, and ability to effectively work in cross-system network and engage in strategic partnerships.

This is a full-time, onsite position based in the office 5 days per week.

Core Benefits!

- **Competitive Compensation** Package
- **Robust benefit offerings** -Medical, Dental, Vision, and Voluntary Life Insurance!
 - CCRC ***covers approximately 90-100% of employee and dependent*** medical and dental coverage, and ***90%*** vision coverage!
 - There are a variety of medical and dental plans offered.
 - **Basic Life Insurance and Long-Term Disability** paid for by CCRC
- **Flexible Spending Account** participation offered
- Employer Contribution and Employer Match in the **403(b) Retirement Savings Plan** with 100% vesting!
 - Upon meeting eligibility, employees receive a ***5% contribution*** and may participate in the ***match of 50% up to the 1st 7% of deferrals***
- **Generous Time Off Policy** with vacation and Sick Time, Holidays, and Paid Winter Break
- Opportunities **for learning and professional development**, such as education reimbursement and mastering skills for career progression
- **Culture:** Mission-driven, passionate, and inclusive
- **Employee Assistance and Wellness Programs**
- **501(c) (3) designation**-You can apply for Public Service Loan Forgiveness!

The Details of the Job:

Essential Duties And Responsibilities

Within a team environment, the FRC Program Supervisor will perform the following responsibilities:

Staff Supervision & Development (40%)

- Supervise staff and monitor work distribution and oversee processes to ensure timely and accurate completion of tasks.

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- Supervise train, and support assigned staff, interns, and volunteers, including scheduling and performance management. Supervise and evaluates direct reports. Responsible for life-cycle of direct reports, including hiring, training, developing, leading, and onboarding/offboarding staff.
- Provide ongoing and regular coaching, guidance, and professional development opportunities to direct reports.

Program Supervision & Operations (30%)

- Develop and maintain knowledge of program regulations, agency guidelines, Board Policies, and various funding terms and conditions necessary for performance of responsibilities.
- Supervise and coordinate community-based client referrals, staff, and programs with FRC partners to ensure trauma-informed services are delivered with sensitivity to the effects of trauma experienced by clients, with an emphasis on emotional and economic self-sufficiency.
- Plan, implement, evaluate and oversee programs and services offered at the Family Resource Center (FRC).
- Oversee intake forms, needs assessments and case management documentation to maintain compliance and efficiency.
- Ensure program activities align with the agency's mission, core values, and safety guidelines.

Community Engagement & Resources Coordination (10%)

- Develop relationships with Community Partners effectively to meet the needs of parents, providers, and community.
- Plan, coordinate, direct resources for families and community members, fostering collaborative development and community leadership.
- Acts as SME in internal and external social programs, including housing, counseling, health and wellness, job placement, childcare, and financial assistance programs.
- Ensure CCRC representation at local community outreach events and activities, including resource fairs and agency-sponsored conferences.

Compliance, Reporting & Quality Assurance (10%)

- Develop, update, and document program activities, recommending and implementing improvements as needed.
- Track program outcomes and compile reports for funders and leadership ensuring accuracy and compliance.
- Ensure compliance with program regulations, agency guidelines, Board policies, subsidy bulletins, and funding terms and conditions.
- Assist the Manager with budgets, reports, and the development and implementation of program activities in compliance with program requirements.
- Provide quality assurance for documentation, including participant files, reimbursement requests, and other program records.

Family Support & Crisis Intervention (10%)

- Provide crisis intervention, assessments, case management, counseling, and referrals to clients as needed.
- Maintain trauma-informed care approach in all family interactions, emphasizing self-sufficiency and empowerment.

Non-Essential Duties And Responsibilities

These duties include tasks that are required, but currently comprise of less than 5% of the daily workflow for this job:

- Plan and conduct regular team meetings, reflective supervision sessions, and in-service trainings.
- Participates in departmental, agency and professional meetings and workgroups, as assigned.
- Represent CCRC at community events including CCRC sponsored events.
- Other duties as assigned.

Job Specifications

Minimum Qualifications

- **Education:** BA Degree in Social Work, Psychology, Human Services, Public Administration or a related field, or a combination of education and experience.
- **Experience:**
 - 4 years of experience in social services, case management, community outreach, or program coordination, including at least 2 years in a supervisory or leadership role.
 - The above years of experience should include:
 - Direct Experience working with families, connecting them to resources such as childcare, housing, food assistance and healthcare.
 - Experience facilitating groups independently and/or co-facilitating groups.
 - Experience working with adult learners and diverse client populations.
- **Professional/Technical Certifications:** n/a
- **Technical Requirements:**
 - Must have strong knowledge of general office procedures and demonstrate excellent organizational and computer skills specifically in Microsoft Word, Excel, PowerPoint and Outlook.
 - Knowledge of federal and state laws impacting recruitment
- **Bilingual Required:** n/a
- **Behavioral:**
 - Keep up to date with child development literature, research, and trends in the business and politics of early care and education.
 - Develop and maintain ongoing relationships with appropriate community agencies.
 - Demonstrated effective listening, verbal, written communication skills to deliver excellent customer service to internal and external customers and the public.
 - Demonstrated ability to multi-task and work at a fast pace; ability to be flexible and adapt to a rapidly changing work environment.
 - Demonstrated ability to maintain cooperative, diplomatic working relationships with co-workers & supervisors; work as part of a team and collaborate with colleagues & maintain a positive work ethic; complete projects under tight deadlines even when there are competing requirements and changes in assignments.
 - Demonstrates the ability to effectively multi-task in a fast-paced work environment with the ability to produce consistently accurate work and adapt to a rapidly changing work environment. Understands and acts upon working with a sense of urgency.
 - Exercises discretion and apply good judgment in making decisions while working independently. Displays a willingness to make effective decisions; exhibits sound and accurate judgment by supporting and explaining reasoning for decisions; includes the appropriate people in decision-making process; makes timely decisions.
 - Displays excellent organizational and time management skills by displaying the ability to prioritize and plan work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans and has meticulous attention to detail and knowledge of general office procedures
 - Displays the ability to prioritize and plan work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.
 - Be honest, reliable and dependable.
 - Respect and maintain the rights and privacy of all staff.
 - Adherence to confidentiality, including HIPAA and PHI, in accordance with Agency policy and legal requirements.
 - Adherence technological security in accordance with Agency policy and legal requirements.
- **Travel:** Some travel/business related driving required; Staff members driving on behalf of CCRC may choose to drive a CCRC vehicle or own vehicle and must meet requirements to be an approved driver

including holding and maintaining current auto insurance, current California Driver's License and DMV clearance required.

- **Work Schedule:** Full time, typically M-F, at times may need to work a non-traditional work schedule including early mornings, late evenings and weekends.
- **Work environment:** Office-Based: Mixture of working in an office work environment and occasionally working directly with the community; willingness to work in a traditional office setting as well as in the community as needed.
- **Background & Health Clearance Requirements: Bridge & FWB**
 - **Background check required.** As a grant-funded Agency supporting Children and Family Services, CCRC conducts background checks commensurate with the role to verify candidate qualifications (criminal history, employment history / experience, education, reference checks) and ensure grant compliance. Specific roles may have additional verification / clearance to the standard background check as part of the recruitment and selection process, including:
 - **Live Scan Clearance / DOJ Fingerprinting:** For positions working directly with the public in a child/ community care or child / community care adjacent setting (CA Health and Safety Code Section 1596.871 and/or Head Start Program Performance Standards 1302.90).
 - **Health Clearance:** For positions working directly with the public in a child/ community care or child / community care adjacent setting or working with "at risk" populations, CA Code of Regulations Title 22, §101216, CA Health and Safety Code 1596.7995, and/or Head Start Program Performance Standards 1302.93)
 - **MVR / DMV clearance** in accordance with CCRC's liability insurance provisions: For positions where driving is required.
 - **Child Development Permit:** For positions working in an educational capacity (California Education Code Sections 44242.5, 44340, and 44341)
 - **CPR / Pediatric CPR certification:** For certain identified positions working directly with the public in a child/ community care or child / community care adjacent setting (CA Health & Safety Code 1596.865 – 1596.866)
 - **Federal Debarment Checks:** For positions acting in a principal capacity to federal funds (Head Start Program Performance Standards 1304.11, Code of Federal Regulations Title 2 Grants and Agreements 2.180.320 and 2.180.995)

Preferred

All minimum requirements above met, plus:

- **Education:**
 - Master's Degree in Social Work, Psychology, Human Services, Public Administration or a related field.
- **Experience:**
 - 5 years of experience in social services, case management, community outreach, or program coordination, with at least 3 years in a supervisory or leadership role
 - Experience managing grant-funded programs and ensuring compliance with funding terms and reporting requirements.
- **Bilingual preferred.** Ability to converse, write and/or translate in English and Spanish

Physical Demands

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Activity

Activity List the number of hours spent performing the activity.	Hours Per Day				
	NA	1-2	3-4	5-6	7-8
Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, or other similar devices. Using feet and legs and/or hands and arms. Performing activities where body agility is emphasized.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling: Moving about on hands and knees.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crouching: Bending the body downward and forward by bending the leg and spine.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving: A car, truck, forklift or other types of moving equipment.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feeling: Perceiving attributes of an object, such as its size, shape, temperature or texture by touching with skin, particularly that of the fingertips.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grasping: Applying pressure to an object with the fingers.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing: Perceiving the nature of sounds with no less than a 40db loss at 500Hz, 1000Hz and 2000Hz with or without correction. Ability to receive detailed information through oral communication, and make fine discrimination in sound, such as when making fine adjustments on a piece of equipment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Kneeling: Bending legs at the knee to rest the body on the knee or knees.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting: Raising objects from a lower to a higher location or moving objects horizontally from one location to another. Lifting a 50lb object to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pulling: Using upper extremities to exert force to draw, haul or lug objects in a sustained motion.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching: Extending hand or hands and extending arm or arms in any direction.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive motions: Substantial movements of the wrist, hands, and/or fingers, including keyboarding.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sitting: Particularly for long periods of time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing: Standing or staying on feet for sustained periods of time.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stooping: Bending body downward and forward by bending the spine at the waist, requiring full use of the lower extremities and back muscle.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talking: Expressing or exchanging ideas by means of spoken words. Those activities in which detailed or important spoken instructions to co-workers are required. The instructions must be conveyed accurately, loudly, and/or quickly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Twisting: Turning from right to left at the waist.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Viewing: The ability to distinguish colors, read a VDT or other needs for depth perception.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walking: Moving about on feet to accomplish tasks.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Notices

Child Care Resource Center is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law.

The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. 41 CFR 60-1.35(c)

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Accommodations

If you are a qualified individual with a disability or a disabled veteran, you have the right to request an accommodation if you are unable or limited in your ability to use or access our career center as a result of your disability. To request an accommodation, contact a Human Resources Representative at (818) 717-1000 ext. 6599 or email them at Recruiting@ccrcca.org.