



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 RR/FRC Division! Go to our job board to apply: [job board](#)

The Community Support Navigator job at a glance

General Summary

Under general supervision, the Community Support Navigator supports families in accessing quality resources they need to thrive, providing parents with appropriate information regarding childcare, provider referrals, and various family support and well-being services and resources. This role will conduct family needs assessments, navigate families to internal and external resources, provide comprehensive support and case management, lead parenting support groups, and engage in community outreach and connecting with collaborative partners. The Community Support Navigator is expected to build rapport with diverse families and community partners.

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

Family & Community Engagement 40%

- Develop targeted lesson plans and conduct family engagement and strengthening activities, such as Storytime and playgroups, for mixed age groups of children from birth to school-age to assess their diverse developmental needs.
- Adapt customized lesson plans and/or family engagement activities in real time to accommodate for unexpected mixed age audiences, while maintaining the integrity of the intended content delivery and ensuring children across all ages are appropriately engaged with the material.
- Provide bespoke guidance, strategies, and support for caregivers to extend learning at home.

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- Collaborate with community organizations, service providers, and internal teams to expand available resources and services. Represent CCRC at outreach events, promoting the Family Resource Center's mission and programs. Develop partnerships to address service gaps and strengthen the community resource network.
- Offer support groups, workshops or informational sessions on topics such as childcare, accessing public benefits, and family strengthening activities.

Case Management 35%

- Assist families with intake forms, ensuring accurate and thorough documentation.
- Conduct family needs assessments to identify individual and family challenges. Develop and implement individualized action plans based on identified needs.
- Provide follow-up and maintain ongoing relationships with families to support their accessing of resources, meeting their needs, and continuing continuity of care and support.
- Assist parents and the community by providing information on Special Needs and Inclusion, and when appropriate referrals to other CCRC services, outside agencies, and other community resources to support family needs.
- Serve as a resource to parents, the community, and Agency staff to provide information on their rights, IDEA eligibility, early intervention and/or special education services.
- Connect families to appropriate internal and external resources, including childcare, clothing, food, housing, medical assistance, mental health services, and community programs. Maintain up-to-date knowledge of available community resources and referral processes.
- Provide technical assistance to parents seeking childcare, including navigating subsidy options and program availability.
- Help navigate clients to childcare and other resources available (i.e., developmental screenings, parenting classes, workforce development).
- Provide training, guidance, and direction to families on utilizing resources effectively.

Data Collection & Reporting 20%

- Documentation and Reporting: Maintain accurate records of assessments, referrals, follow-ups, and outcomes in the database. Prepare reports and summaries as required by grant or CCRC guidelines.
- Maintain and apply knowledge of program regulations, guidelines, funding terms and conditions for related programs, necessary for performance of responsibilities. With minimal supervision, assess participant's eligibility criteria for the program and work collaboratively with multiple departments to ensure that all regulations are followed.

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:

- Receives, reviews, and responds to parent and provider complaints.
- Provide training, guidance, and direction to newly hired program staff as directed.
- Attend ongoing training opportunities relative to child and professional development.
- Participate in departmental, agency, and professional meetings/workgroups as assigned.
- Assist developing policies and procedures to meet county, state, and federal program requirements, and CCRC goals.
- All other duties that may be required, as part of the essential functions of the job, as assigned.

Job Specifications

Minimum Required

- **Education / Experience:**

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- Bachelor's degree in the field of Psychology, Sociology, Child Development, Social Work, Human Services, and Family Studies or related field + 3 years equivalent related work experience; OR
- Associate's degree in related field or equivalent college semester units in Child Development, Early Childhood Education, or a related field such as Human Development + 4 years equivalent related work experience; OR
- Equivalent combination of education and experience or any combination that enables the candidate to successfully perform the functions of the position.
- Knowledge of community resources and systems supporting families, including childcare, housing, food security, and/or mental health services.
- **Technical Requirements**
 - Proficiency with basic computer and data entry skills
- **Behavioral:**
 - Ability to work sensitively and supportively with the public. High comfort and non-judgmental attitude level of working in a diverse environment and working with vulnerable populations.
 - Excellent people skills with ability to honor confidentiality.
 - Flexibility, maturity of judgment and ability to work independently and in a group setting.
 - Ability to maintain cooperative, diplomatic working relationships with co-workers, supervisors, and the public; work as part of a team and collaborate with colleagues.
 - 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.
 - Ability to complete projects under tight deadlines even when there are competing requirements and changes in assignments.
 - Excellent verbal and written communication skills.
 - Excellent organizational abilities.

Travel:

- This position requires travel. Staff may choose any mode of transportation (driving, walking, bicycling, carpooling, etc.) to arrive to and depart from the location where attendance is required. Should a staff member choose to drive, the staff member must become an approved driver with CCRC prior to driving on behalf of CCRC. Approved drivers 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 receiving DMV clearance.
- **Work Schedule:**
 - Full time, typically M-F, ability to at times 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:** 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:** Bachelor’s degree-Social Work, Human Services, or related field.
- **Bilingual:** Ability to converse, write and/or translate in Spanish or Armenian
- **Experience:**
 - 2-3 years of experience in case management, human services, or related field
 - Experience and training with the county CalSAWs system.
 - Public speaking and presentation skills preferred.

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	0-2	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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grasping: Applying pressure to an object with the fingers.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>

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Physical Activity					
Activity List the number of hours spent performing the activity.	Hours Per Day				
	NA	0-2	3-4	5-6	7-8
Kneeling: Bending legs at the knee to rest the body on the knee or knees.	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input 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)

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.

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