



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 **Family Resource Center** Division! Go to our job board to apply: [job board](#)

The Parenting & Resource Specialist job at a glance

General Summary

Under general supervision, the Parenting & Resource Specialist supports families by ensuring their access to quality resources and services that promote family well-being. This position is responsible for delivering evidence-based parent education, guiding families in navigating internal and external resources, and fostering meaningful community connections. The Parenting & Resource Specialist ensures parents receive appropriate information regarding choosing childcare, referrals to providers, and various services and resources. The Parenting & Resource Specialist supports a culture of learning, innovation, collaboration by effectively working with other CCRC programs and divisions for strategic alignment in service delivery.

The position is full time, non-exempt, onsite daily, and regularly requires a non-traditional work schedule including evenings and weekends.

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

Parent Education & Training Facilitation 40%

- Develop, coordinate, and facilitate trainings for parents, the community, and agency staff at CCRC Family Resource Centers (FRC) and throughout the CCRC service area, on topics related to Child & Family Development, Child Care, Early Childhood Education, and other areas aligned with program and agency goals.
- Adapt delivery methods and/or content of curriculums as needs to resonate with the audience.
- Maintain knowledge of trainings and resources offered in parent institutes and the community.
- Enhance existing and create new trainings and activities by building relationships and partnerships with clients

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and external training presenters.

- Assess, recommend, and implement ongoing improvement for procedures and processes, and training curriculum.

Family & Community Engagement 25%

- Plan and deliver workshops and informational sessions on core topics such as childcare, accessing public benefits, and family strengthening activities to support informed decision-making and family well-being..
- Conduct family engagement and strengthening activities, such as Storytime, playgroups, parenting support groups or workshops, and other activities aligned with program and agency goals.
- Partner with community organizations, servicers, 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.

Case Management 15%

- Independently assess participant eligibility and collaborate with multiple departments to ensure compliance with all applicable regulations.
- Conduct family needs assessments to identify individual and family challenges. Assist families with intake forms, ensuring accurate and thorough documentation.
- Develop and implement individualized action plans based on assessed family needs, ensuring coordinated access to appropriate resources and services. Provide consistent follow-up and maintain ongoing relationships with families to support goal achievement and ensure continuity of care.
- Serve as a key resource to parents, community members, and agency staff by providing information and guidance on Special Needs and Inclusion. Offer support on rights, IDEA eligibility, early intervention, and special education services, and provide referrals to internal programs or external agencies to address identified family needs.
- Connect families to appropriate internal and external resources, including childcare, clothing, food, housing, medical assistance, mental health services, and community programs.
- Provide technical assistance to parents seeking childcare, including navigating subsidy options and program availability. Navigate persons to child care and other resources available .

Data Collection & Reporting 15%

- Maintain accurate records of assessments, referrals, follow-ups, and outcomes in the agency’s database.
- Prepare required reports and summaries in alignment with grant and agency guidelines.
Collect and track relevant data for reporting purposes as needed.

Maintain and apply knowledge of program regulations, guidelines, funding terms and conditions for related programs, necessary for performance of responsibilities

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, CCRC, and professional meetings/workgroups as assigned.
- Assist Family Resource Center Manager in developing policies and procedures to meet county, state, and federal program requirements, and CCRC goals.
- Attend team meetings as needed to ensure coordination of services and support for program families.
- All other duties that may be required, as part of the essential functions of the job, as assigned.
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Job Specifications

Minimum Required

- **Education / Experience:**

- Bachelor's degree in the field of Psychology, Sociology, Child Development, Social Work, Human Services, and Family Studies or related field or 4 years equivalent related work experience conducting trainings, presentations, or group meetings.
- Strong training facilitation and program coordination skills.
- Knowledge of evidence-based parenting curriculum.
- Knowledge of community resources and systems supporting families, including childcare, housing, food security, and mental health services.

- **Technical Requirements**

- Intermediate proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook) for creating training materials, tracking attendance, and managing communication.
- Experience using virtual training platforms (e.g., Zoom, Microsoft Teams, Google Meet) for online workshops.
- Ability to troubleshoot and resolve basic technical issues during in-person and virtual trainings.

- **Behavioral:**

- Demonstrate understanding of the needs and requirements of childcare providers and professionals, and families, in the ECE field.
- Demonstrate strong interpersonal and communication skills to build rapport with families and community partners while honoring confidentiality.
- Work sensitively and supportively with the public to lever a high-comfort and non-judgmental customer service to clients
- Demonstrate flexibility, maturity of judgment, and adaptability to work independently or within a group.
- 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.
- Demonstrate excellent organization and time management skills to complete projects under tight deadlines even when there are competing requirements and changes in assignments.
- Demonstrate regular, reliable, and predictable attendance to carry out the essential functions.

- **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:**

- Onsite- Office and Community Based: Mixture of working in a CCRC office and directly in the community

- **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:

- **Certification:** in evidence-based parenting programs that align with Parent Cafes, Early Childhood Education, Child & Family Development, and/or parenting techniques.
- Training in Family Engagement Strategies.
- **Bilingual:** Ability to converse, write and/or translate in English and 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"/>

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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
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"/>
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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