



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 Director of Prevention & Support job at a glance

General Summary

The Director of Prevention & Support is a senior leadership role responsible for overseeing a portfolio of prevention, family support, and Customer Care & Support department, including the Agency's Family Resource Centers (FRCs), Customer Care & Support department, Agency-based family support programs, and County-based prevention initiatives.

The Director builds and sustains strong partnerships with County Departments, funders, community-based organizations, and local leaders to improve outcomes for families across Los Angeles and San Bernardino Counties. This role functions as a systems-level leader, supporting alignment across programs, developing leadership

This position is a full-time, hybrid position; may work a non-traditional schedule working evenings and weekends as needed to meet program needs.

Core Benefits!

- **Hybrid** position!
- **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, this position will perform the following responsibilities:

Strategic Leadership and Planning

- Set strategic direction for prevention and family support initiatives by establishing priorities, defining goals, and aligning programs with CCRC's mission, community needs, and agency-wide strategies.

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- Lead the development and implementation of prevention, community engagement, and family support strategies that are evidence-based, strength-based, encourage innovation, co-design, and continuous learning, and are responsive to community needs.
- Develop and monitor strategic plans, annual goals, and performance outcomes for all programs under the position's purview.

Program Oversight and Operations

- Oversee day- day operations of multiple Family Resource Centers and community-based programs, ensuring compliance with all contracts, regulations, and performance standards.
- Guide program design, implementation, and evaluation in partnership with CCRC's Research and Development Division.
- Ensure consistency in intake, triage, referral systems, service delivery and quality standards across programs while actively identifying service barriers and incorporating family and community input into program design and improvement.
- Implement and monitor systems for data collection, continuous quality improvement (CQI), and outcome evaluation to inform decision making and enhance program impact.
- Support integration and collaboration between the FRCs, Early Childhood Education, Family Well-Being, and other CCRC divisions.

Leadership and Supervision

- Supervise, coach, and support a team of managers and supervisors and other leadership staff across multiple sites and programs.
- Foster a culture of collaboration, accountability, and professional growth.
- Collaborate with the upper management team to develop and implement policies and procedures related to programs.
- Anticipate and address future staffing and resource needs.
- Build upon the skills and talents of team members and contributes to staff retention.
- Model evidence-based, collaborative, , and strengths-based leadership in all interactions.

Partnerships and Systems Collaboration

- Serve as a key liaison with CCRC divisions to integrate and align services, planning, and coordination, community partners, funders, local government, and cross-sector collaboratives, building and sustaining trusted partnerships across systems and communities.
- Lead or participate in countywide and statewide initiatives (e.g., Prevention & Family Strengthening Networks, Child Abuse Prevention Councils, etc.).
- Strengthen relationships with Tribal nations, community leaders, and grassroots organizations to incorporate stakeholder input in program design.
- Represent the agency at public forums, collaborative tables, and policy discussions related to prevention, accessibility, and family well-being.
- Advance the agency's visibility and influence in regional prevention and family strengthening efforts.

Compliance Oversight

- Ensure consistent application of contract requirements and program regulations.
- Partner with external technology vendors to ensure systems effectively support program operations and staff have appropriate training.
- Prepare reports on program activities in line with funding guidelines and communicate successes and challenges to the team and leadership.
- Supports development of the program budget and monitors spending within funding requirements.
- Make recommendations for changes in program procedures and assist senior staff with the development of department policies, goals, and outcomes.

Fiscal and Contract Management

- Oversee multi-source budgets, contracts, and grants across multiple funding streams (state, county, and private).
- Ensure compliance with funder requirements and timely submission of deliverables, reports, and invoices.
- Collaborate with Finance and Development teams to pursue new funding opportunities, partnerships, and innovations.
- Monitor financial performance and resource allocation to maintain program sustainability.

Data, Evaluation & Reporting

- Utilize data, outcomes, and performance metrics to monitor progress, drive accountability, and inform program improvement and impact.
- Ensure accurate and timely data entry, reporting, and analysis for all funded programs.
- Translate data into actionable insights and stories demonstrating family and community impact.
- Contribute to agency-wide performance dashboards and reports to funders and stakeholders.

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:

- Facilitate leadership meetings, and professional development opportunities for program managers and staff.
- Participate in cross-departmental, agency-wide and community collaborative meetings as assigned.
- Represent CCRC at community, partner, and funder events, including CCRC hosted initiatives and public engagement activities.
- Perform other duties as assigned to support the mission and strategic goals of the agency.

Job Specifications

Minimum Required

- **Education:** Bachelor's degree in Social Work, Public Administration, Human Services, or related field
- **Experience:**
 - Minimum of 7 years of progressive leadership experience with community service programs, early childhood, family support, prevention, and/or social services programs.
 - Experience managing large teams and leading through organizational change.
 - Demonstrate success managing multi-site, multi-funded programs and teams across multiple locations.
 - Strong understanding of family strengthening frameworks (i.e. Protective Factors).
 - Experience with collaborative systems work (child welfare, early learning, behavioral health, and/or public health).
- **Professional/Technical Certifications:** Hold or ability to obtain or qualify for CPR & First Aid upon hire.
- **Technical Requirements:**
 - Intermediate proficiency level using Microsoft Excel, Word, PowerPoint, Outlook and video conferencing tools including Zoom and Microsoft Teams.
 - Experience with Google Suite programs (i.e. Google docs, sheets, and slides).
- **Bilingual Required:** N/A
- **Behavioral:**
 - Cooperative work, effective Organization skills and Customer Service; collaborative team work, accurate work product, strong problem-solving skills, and effective critical thinking.
 - Demonstrate regular, reliable and predictable attendance to carry out essential functions.

- Ability to prioritize work effectively, multi-task, adjust to meet multiple demands; follow up with tasks through completion; ensure deadlines are met.
- Show ability to have flexibility, maturity of judgement, and ability to work collegially.
- Adherence to confidentiality, including HIPAA and PHI, in accordance with Agency policy and legal requirements.
- Adherence in technological security in accordance with Agency policy and legal requirements.
- Strategic, adaptive leader with a passion for community-driven solutions.
- Skilled in program design, quality improvement, and data-informed decision-making.
- Excellent relationship-building, communication, and partnership skills.
- Knowledge of evidence-based, outcome-focused, and community-responsive practices. Fiscal management and grant writing experience.
- Strong facilitation, problem solving, and presentation abilities.
- Commitment to shared leadership with staff, families, and community partners.
- Integrity & Compassion: Leads with authenticity, empathy, and transparency.
- Proactively problem solve, anticipate challenges, and develop effective solutions, including the ability to handle varied issues with diplomacy, professionalism, and a focus on positive outcomes.
- Dedicated to continuous improvement and committed to staying informed about best practices, emerging trends, and advancements in family strengthening, childcare, resource and referral, and early care and learning.
- Adept at driving employee performance and engagement for on-site, hybrid, field, and remote employees through communication, check-in meetings, team-building activities, and CCRC's reward systems.
- Ability to successfully accomplish tasks individually and work as part of a team with frequent collaboration with colleagues, and at times, under tight deadlines with competing requirements.
- Demonstrated leadership skills and the ability to successfully interface and resolve issues with all levels of staff.
- Skilled in establishing objectives, monitoring performance, and delivering constructive feedback.
- **Travel:** This position requires up to 15% of travel to CCRC Family Resource Centers and community partner locations within Los Angeles and San Bernardino Counties, as well as attendance at meetings, events and conferences Will consist of travel to and from agency locations and regional external clients for trainings. 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:** This is a full-time, hybrid schedule; typically work schedule, Monday through Friday. Ability to work a non-traditional work schedule including early mornings, late evenings, and weekends.
- **Work environment:** Mixture of remote and in office work; ambient temperature and noises, indoors when in office.
- **Background & Health Clearance Requirements:** As a grant-funded agency, 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:
 - **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 Department 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 met above, plus:

- **Education:** Master's preferred in Social Work, Public Administration, Human Services, or related field
- **Technical Requirements**
- Advanced proficiency level using Microsoft Excel, Word, PowerPoint, Outlook and video conferencing tools including Zoom and Microsoft Teams.
- **Bilingual preferred.** Ability to converse, write and/or translate in English and Armenian / 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.

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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