



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 900+ people strong and growing!

You could play a key role supporting the Child Care Financial Assistance Division! Go to our job board

to apply: [job board](#)

The Community Navigator job at a glance

General Summary

Under general supervision, the Community Navigator is solely responsible for providing resources and referrals to assist individuals and families experiencing homelessness with access to and navigating childcare services, with the goal of connecting the unhoused community with child care resources. The Community Navigator will provide comprehensive childcare intake services at Family Service Centers (FSCs), Permanent Supportive Housing units, and Homeless Shelters, or at CCRC offices for CalWORKs participants and those categorically eligible through other public assistance programs. The Community Navigator ensures that parents are given appropriate information regarding choosing childcare, referrals to providers, and various family well-being services and resources.

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, including 5 medical plans of Kaiser HMO, 3 different Blue Shield HMOs, and a PPO, and Dental HMO or PPO
- **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

- Provide enhanced referrals for Stage I by traveling to designated homeless shelters and permanent supportive housing unit sites. Visits daily to assist families experiencing homelessness, following all established state and county program guidelines. Make referrals to Head Start, as appropriate. Navigate persons to child care and other resources available (i.e. developmental screenings, parenting classes, workforce development). (20%)

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- Verify participant eligibility in county CalSAWs system. Enter data in NoHo and CalSAWs programs for Stage I participants. Complete intake documents for participants requesting referrals and childcare services. Assemble and forward participant documents daily to CCRC. Review and complete assigned contract compliance components.
- Assist families experiencing homelessness with identifying federal or state subsidized quality licensed childcare settings and/or programs. Support families in selecting a "best fit" provider. (15%)
- Conduct one-on-one and group presentations to the unhoused community regarding child care (i.e., program overview, parental choice and education, types of childcares, and eligibility issues). (15%)
- Connect and coordinate distribution of referrals for additional support services for families experiencing homelessness. (10%)
- Identify and connect with childcare providers who are experienced with effective care for homeless children and families. (10%)
- Ability to build and sustain relationships with partner organizations who support this work and provide consistent updates to program changes and/or additional services. (10%)
- Gather and track data for reporting purposes as needed. (10%)
- Maintain knowledge of program regulations, guidelines, funding terms and conditions for CalWORKs and 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. (10%)

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:

- Provide comprehensive support and technical assistance to parents regarding child care issues.
- Follow up and maintain relationships with families who continue with support at other organizations upon transfer.
- 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 Case Management Department Manager in developing policies and procedures to meet county, state, and federal program requirements, and agency goals.
- Attend team meetings as needed to ensure coordination of services and support for program families as needed.
- Represent the Agency at outreach events and/or activities as needed, and present program benefits and resources to families, and/or community partners as needed.
- Participate and host parent support groups, workshops, or events for current, future, or past families.
- All other duties that may be required, as part of the essential functions of the job, as assigned.

Job Specifications

Minimum Required

- **Education / Experience:**
 - Associate's Degree in the field of Psychology, Sociology, Child Development, Social Work, Human Services, and Family Studies or related field (as approved) or 2 years equivalent related work experience.
 - Minimum of 2 years' experience working with individuals experiencing homelessness and/or experience working with clients with mental illness, chronic health issues, and substance use disorders.
- **Technical Requirements**
 - Will be expected to have & perform at the Basic Computer and Data Entry skill levels
- **Behavioral:**

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- Ability to work sensitively and supportively with the public. High comfort and non-judgmental attitude level of working in a diver's environment and working with vulnerable populations.
- Excellent interpersonal 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:**
 - Hold and maintain current auto insurance, current California Driver's License and DMV clearance required to be an approved driver for CCRC, whether driving own or CCRC vehicle.
- **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:**
 - Mixture of working in an office work environment and working directly with the community. Willingness to work in a traditional setting (i.e. office, full-time remote setting, and/or hybrid schedule (office & remote work).
- **Background & Health Clearance Requirements:**
 - Criminal Record (e.g. Livescan Fingerprinting), Child Abuse Index Check, and Sexual Offender Registry
 - Health and Tuberculosis (TB) test clearances required.

Preferred

All minimum requirements above met, plus:

- **Education:** Bachelor's degree
- **Bilingual:** Ability to converse, write and/or translate in Spanish or Armenian
- **Experience:**
 - 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.	☒	☐	☐	☐	☐

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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
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.	☐	☒	☐	☐	☐
Crawling: Moving about on hands and knees.	☒	☐	☐	☐	☐
Crouching: Bending the body downward and forward by bending the leg and spine.	☐	☒	☐	☐	☐
Driving: A car, truck, forklift, or other types of moving equipment.	☐	☒	☐	☐	☐
Feeling: Perceiving attributes of an object, such as its size, shape, temperature, or texture by touching with skin, particularly that of the fingertips.	☐	☐	☒	☐	☐
Grasping: Applying pressure to an object with the fingers.	☐	☐	☒	☐	☐
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.	☐	☐	☐	☐	☒
Kneeling: Bending legs at the knee to rest the body on the knee or knees.	☐	☒	☐	☐	☐
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.	☐	☒	☐	☐	☐
Pulling: Using upper extremities to exert force to draw, haul or lug objects in a sustained motion.	☐	☒	☐	☐	☐
Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.	☐	☒	☐	☐	☐
Reaching: Extending hand or hands and extending arm or arms in any direction.	☐	☒	☐	☐	☐
Repetitive motions: Substantial movements of the wrist, hands, and/or fingers, including keyboarding.	☐	☐	☐	☐	☒
Sitting: Particularly for long periods of time.	☐	☐	☐	☐	☒
Standing: Standing or staying on feet for sustained periods of time.	☐	☒	☐	☐	☐
Stooping: Bending body downward and forward by bending the spine at the waist, requiring full use of the lower extremities and back muscle.	☐	☒	☐	☐	☐
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.	☐	☐	☐	☐	☒
Twisting: Turning from right to left at the waist.	☐	☒	☐	☐	☐
Viewing: The ability to distinguish colors, read a VDT or other needs for depth perception.	☐	☐	☐	☐	☒
Walking: Moving about on feet to accomplish tasks.	☐	☒	☐	☐	☐

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.

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