



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 Program Manager II job at a glance

General Summary

Under minimal supervision, the Program Manager II oversees day to day operations of community-based programs for multiple CCFA department teams across different locations or functions to ensure delivery of a comprehensive case management program. The Program Manager II ensures efficient operations including program planning, organizing, implementing, directing, and budgeting; program community participation; and staff development, evaluation, and KPI monitoring. The Program Manager II directly supervises Program Managers as assigned and indirectly supervises staff within the hierarchy. The Program Manager II ensures consistent fiscal and management oversight of assigned CCFA departments across all offices and locations.

The Program Manager II collaborates to align services and build a network of partners to ensure resources available for families. The Program Manager II champions and models the CCRC's DEI Vision of being a model equitable non-profit organization that leads with inclusive practices and celebrates the diverse children, families, and workforce we serve.

This position is hybrid and may require the ability to work a non-traditional work schedule such as evenings and weekends, as needed.

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

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Oversight of assigned department (Case Management or Provider Payments) (70%)

- Supervise the Program Managers and ensures effective and consistent systems are in place for managing the employment cycle at all levels including: staffing, supervision, communication, performance evaluation, scheduling, job descriptions, staff development, ongoing training and conducting staff meetings.
- Identify leadership skill-gaps and proactively develops the supervisory team.
- Travel to other CCRC and community locations throughout Los Angeles and San Bernardino Counties to oversee and evaluate operations; meet with division management; foster in-person collaborative business relationships; participate in external and internal trainings across the organization, and facilitate CCRC participation with community organizations.
- Assist the Division Director and Assistant Director in developing and maintaining operating and administrating policies and procedures to ensure efficient program operation and effective compliance with all contractual terms, conditions, and obligations, as well as county, state and federal regulations.
- Collaborate with the Continuous Quality Improvement team to implement policy and procedure changes and requirements and implement training programs.
- Conduct regular leadership meetings to ensure department manager and supervisor are in alignment with the Agency and division's goals.
- Ensure that all direct and indirect reports provide excellent customer service, treat and serve clients equitably.
- Develop and maintain well defined lines of authority, responsibility, and channels of communication.
- Supports development of the program budget and monitors spending within funding requirements.

Compliance Oversight (20%)

- Ensure consistent application of contract requirements and program regulations.
- Maintain knowledge and understanding of all applicable contract requirements, agency policy, and legislative issues which may affect program funding and implementation.
- Liaise with external technology vendors to ensure assigned department is up to date on system functionality.

Designated Office Leadership (10%)

- Collaborate with CCFA and other divisional management to resolve employee site-specific issues.
- Collaborate with the Finance division to ensure cross department procedures are aligned with expectations.

Non-Essential Duties And Responsibilities

These duties include tasks that are required and comprise less than 5% of daily functions for this job:

- Participate in departmental, agency and professional meetings and workgroups, as assigned.
- Other duties as assigned.

Job Specifications

Minimum Required

- **Education:** Bachelor's degree Family Studies, Social Work, Child Development, Public Administration, Business Administration or related field.
- **Experience:** Seven years of supervisory experience in a public agency, case management, social services, or early childhood program, inclusive of 3 years of fiscal management experience relevant to the program area.
- **Experience in developing and implementing comprehensive case management program.**
- **Technical Requirements:**
 - Intermediate proficiency level using Microsoft in Outlook, Excel, Word, and PowerPoint.
 - Experience using virtual meeting platforms (i.e., Zoom).

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- **Behavioral:**

- A proactive problem solver who can anticipate challenges and develop effective solutions, including the ability to handle diverse issues with diplomacy, professionalism, and a focus on positive outcomes.
- Effective communication, working collaboratively with adults and families, able to demonstrate a supportive attitude to families.
- Cooperative team work, effective Organization skills and Customer Service; accurate work product, effective critical thinking, ability to make independent decisions/judgement, work comfortably in at risk environments.
- Dedicated to continuous improvement and committed to staying informed about best practices, emerging trends, and advancements in child care, 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 maintain cooperative, diplomatic working relationships with co-workers, supervisors, and the public; must successfully accomplish tasks individually and work as part of a team with frequent collaboration with colleagues. Must also be able to complete projects under tight deadlines; even with competing requirements.
- Demonstrated leadership skills, organizational and communication skills; ability to successfully interface and resolve issues with all levels of 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:** This position requires 20% travel. Travel will involve leading training, and attending meetings, events and conferences. 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:** This position is full-time hybrid schedule; may work a non-traditional schedule (i.e., weeknights and weekends) as needed.

- **Work environment:** Office work environment; ambient temperature, moderate noise levels, indoor.

- **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 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 above met, plus:

- **Education:** Master's Degree in Business, Social Work, Non-Profit Administration, or other related field.
- **Experience:** Experience in budget development and management; grant management and program compliance; report preparation; and identifying and implementing service improvements.
- **Technical Requirements:**
 - Advanced proficiency level using Microsoft Excel, Word, and PowerPoint.

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.	☒	☐	☐	☐	☐
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 (Light): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. Lifting up to 30lb objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	☒	☐	☐	☐	☐
Lifting (Med): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. Lifting 30lb – 50lb objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	☒	☐	☐	☐	☐
Lifting (Heavy): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. Lifting 50lb+ objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	☒	☐	☐	☐	☐

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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
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)

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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