



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 CCFA Division! Go to our job board to apply: [job board](#)

The job at a glance

General Summary

Under general supervision, the Project-Based Program Assistant provides administrative support within a team structure, primarily focusing on assisting the Child Care Financial Assistance (CCFA) Division. This position ensures efficient handling of administrative tasks, compliance with program regulations, and effective communication.

The Project Based – Program Assistant is expected to work 5 days onsite to provide support for the duration of the MCT implementation project, which is expected to conclude between September 2025 – December 2025. The nature of this role is Project Based; those in it are eligible for consideration of another CCRC position following project completion.

Core Benefits!

- **Onsite** 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

Clerical and General Assistance: 55%

- Support case management tasks including, but not limited to filing, typing, sending/receiving/logging mailings; preparing enrollment and provider packets; sending copies of Notice of Action to parents and/or DPSS; clerical support with photocopying, filing, faxing, typing, mail processing; and maintaining CCRC's eligibility list

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- As requested by Case Specialists, request appropriate documentation to maintain family eligibility and program compliance. Develop and maintain accurate, legible and complete written records of families' program activity.
- Develop, maintain, and apply knowledge of program regulations, guidelines and funding terms and conditions, which can include Title V, funding terms and conditions, Stage 1 contract, CDE, and CCRC policies

Customer Service: 45%

- Provide high-quality customer service internally to team members and externally to clients, families, and providers. Answer telephones, assist or transfer callers as expected, follow-up as needed. Provide comprehensive support and technical assistance to parents regarding childcare questions and concerns.
- Provide daily communication and support as required to the Child Care Financial Assistance (CCFA) Division.
- Conduct face-to-face or virtual meetings, orientations, both scheduled and by walk-in, with families and childcare providers in order to receive and process documentation and/or discuss changes in the family's case and complete/ review family needs assessment inclusive of developmental screenings as needed

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 training, guidance, and direction to newly hired program staff as directed.
- Participate in departmental, agency, and professional meetings/workgroups as assigned.
- Attend team meetings to ensure coordination of services and support for program families as needed.
- 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, Social Work, Child Development, Sociology, Human Service, or related field or
 - 2 years' equivalent related work experience
- Technical Requirements
 - Proficiency and experience with Windows-based programs and data entry.
- 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 interpersonal skills with ability to honor confidentiality.
 - Flexibility, maturity of judgment and ability to work working 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:
 - N/A
- 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:
 - Traditional office setting, fully onsite. May change based on business need.
- Background & Health Clearance Requirements:
 - 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
- Bilingual: Ability to converse, write and/or translate in English & Spanish or Armenian

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- Competitive compensation package
- Robust benefit offerings -Medical, Dental, Vision, and Voluntary Life Insurance
- Basic Life Insurance and Long Term Disability paid for by CCRC
- Employer Contribution and Employer Match in the 403(b) Retirement Savings Plan with 100% vesting
- Generous Time Off Policy-Vacation and Sick Time, Holidays, and Paid Winter Break
- Opportunities for learning and professional development, including education reimbursement
- Employee Assistance and Wellness Programs
- 501(c) (3) designation-You can apply for Public Service Loan Forgiveness!

We have doubled in size over the past 10 years. We provide child development and early education, workforce development opportunities, child care financial assistance, Head Start preschool and Early Head Start services and more for close to 50,000 parents, children, and child care providers each month in Northern Los Angeles County, including Antelope Valley, and the entirety of San Bernardino County, including an office in Victorville, serving a total geographic area of 22,500 square miles. 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.

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.	☐	☒	☐	☐	☐

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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
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.

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