



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 I job at a glance

General Summary

Under the general supervision, the Program Manager I manages and administers the day-to-day operations of community-based programs, hires and trains staff that provide community-based program eligibility and/or services, and ensures staff performance and service delivery is consistent and meets quality standards, program/ contract regulations, and applicable state, federal, and local regulations. The Program Manager I is responsible for implementing, maintaining, and supporting CCRC's/Division KPIs and program evaluation. The Program Manager I partners and acts as a liaison with internal and external parties. The Program Manager I champions and demonstrates 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.

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

The Program Manager I is responsible for managing day to day operations and service compliance related to the assigned community-based program. For the community-based program of Subsidized-Payments this includes:

Day to Day Operations and Staff Oversight – 60%

- Manage through the supervisory team to maintain the quality and integrity of the department and ensure indirect reports receive professional development resources and meet expectations of their positions.

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- Responsible for overall staffing, supervision, performance management and evaluation, scheduling, job descriptions, staff development, ongoing training, and conducting team meetings. Manager through supervisory team and resolves escalated staff situations directly as appropriate
- Identify leadership skill-gaps and proactively professionally develops the supervisory team
- Ensure that all direct and indirect reports provide excellent customer service, treat and serve clients equitably, consistently apply program regulations, and receive communication / training regarding new regulations, processes, and/or procedures.

Designated Office Leadership - 20%

- Act as divisional on-site managerial representative; display judgement and model characteristics consistent with CCRC's values, philosophies, and leadership expectations.
- Resolve employee site-specific issues that may arise. Partner and collaborate with appropriate Divisions for staff, systems, communications, and facility-related operational needs.
- Create and maintain professional and positive working relationships with all staff at designated office.
- Acts as a visible member of the leadership to ensure an office culture as outlined in the *CCRC Way*.
- Effectively communicate and problem solve to maintain a positive working environment.

Service Compliance and Improvement – 20%

- Ensure program compliance with county, state, and federal regulations for Los Angeles County systems, procedures, and training is completed in coordination with other R&R agencies.
- Responsible for maintaining a knowledge and understanding of Los Angeles Department of Public Social Services Stage 1 Contract, Title V, Funding Terms & Conditions, Agency Policy and legislative issues/ changes that may affect program funding and application of services; ensures staff receive updated communication and directions.
- Review, complete, and authorize required reports for submission to contractor, or as requested by Leadership.
- Work collaboratively with internal and external stakeholders to lead and facilitate individual and shared projects; anticipate, design, implement, and assess systems, processes, and procedures which ensure optimum department efficiency and productivity.

Specifically for Subsidized- Payment Program Functional Areas, Day to Day Operations includes:

Case Management, including enrollment, authorization, and provider liaison teams (CM)

- Ensure contract compliance related to family eligibility.
- Supervise referrals to licensed childcare providers and authorization of care in licensed and license-exempt homes. Manage the payment initiation process for childcare provider within the timeframe provided.

Provider Payments (PP)

- Ensure the accurate and timely processing of payments to childcare providers, including electronic transfers of provider payment data to accounting department per contractual guidelines.
- Collaborate with Finance staff to ensure cross department procedures are aligned with expectations.

Customer Care and Support (CCS)

- Appropriately de-escalate/ resolve customer service issues/complaints for families by phone or face-to-face.
- Collect and report data on walk-ins and calls and customer complaints.

Training

- Provide oversight, planning, developing, implementation, and monitoring of the Subsidized -Payment program's training curricula for the functional areas and CCFA Supportive Services division wide, including maintaining updated curriculum/modules, database (LMS) and training records, and course design catalog.
- In collaboration with leadership identify and assess future and current area specific training needs.

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- Oversee, track, monitor, and analyze training feedback, evaluate productivity, and efficacy of training programs, method, and techniques; utilize the data to extrapolate training impact upon staff skillset and performance indicators, training improvements, and effectiveness of adult education principles application.
- Identify skills-gaps and develop trainings for improvement; provides resources and works leadership to develop individualized training plans.
- Partner with the People & Culture to blend, synergize, and develop CCFA with CCRC Training Opportunities.
- Provide train-the-trainer sessions for internal subject matter experts.

Non-Essential Duties And Responsibilities

These duties include tasks that are required, but currently comprise less than 5% of the daily workflow for this job:

- Participate in Alternative Payment/R&R/Alliance Associations activities, assuming leadership role as appropriate.
- Represent CCRC to funders, professional organizations and in community activities.
- Develop and oversee department budget.

Job Specifications

Minimum Required

- **Education & Experience**
 - Bachelor's degree Family Studies, Social Work, Child Development, Public Administration, Business Administration or related field with five years of experience in administrative management and case management and three years of supervisory experience.
 - Or, any combination of education and experience which would enable the candidate to successfully perform the functions of the position.
- **Technical Requirements** - List specifics:
 - Intermediate proficiency of Microsoft Outlook, Excel, Word, PowerPoint, basic proficiency of Access
 - Proficiency using Windows based programs and data entry experience.
 - Ability to use virtual meeting platforms.
- **Behavioral:**
 - Strong administrative, supervisory, team management, organizational, marketing, budgetary, and communication skills with the ability to successfully interface with others.
 - Strong interpersonal skills with the ability to honor confidentiality and work sensitively and supportively with participating families.
 - Demonstrated leadership skills, organizational and communication skills; ability to successfully interface with all levels of staff and clients; ability to guide a program dealing with families experiencing a multitude of problems while being sensitive to their situations.
 - Excellent analytical, problem solving, and process mapping skills.
 - Must be flexible, innovative, and able to adapt to changing needs of department, division, and agency.
 - Maintains cooperative, diplomatic working relationships with co-workers, supervisors, and the public; must successfully accomplish tasks individually and as part of a team with frequent collaboration with colleagues.
 - Highly organized with strong time management skills and attention to detail; must complete projects under tight deadlines, even with competing requirements.
 - Ability to evaluate and recommend changes for program policies and procedures when necessary.
 - Must be flexible, innovative, and adaptable changes needed of the program, department, and Agency.
 - Must honor social, cultural and ethnic diversities of clients.
 - Possess a high degree of judgment, discretion, and sound decision making
 - Adheres to confidentiality, including HIPAA and PHI, in accordance with Agency policy and legal requirements.
 - Adheres to technological security in accordance with Agency policy and legal requirements.

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- **Travel:** This position requires up to 50% traveling. Travel will involve leading training, and attending meetings, events and conferences. Travel is typically within the service area and to CCRC offices. Travel for conferences or inter-Agency meetings may extend beyond the typical service area. Some overnight travel may be required. 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; will regularly work a non-traditional schedule (i.e., weeknights and weekends).
- **Work Environment:** Hybrid position. Office work environment; ambient temperature, moderate noise levels, indoor.
- **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)

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"/>

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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.	<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"/>
Driving: A car, truck, forklift or other types of moving equipment.	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grasping: Applying pressure to an object with the fingers.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" 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)

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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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