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 **CCFA** Division! Go to our job board to apply: job board

The FRC Program Services Administrator -Project-Based job at a glance

General Summary

General Summary:
Under general supervision of the Family Resource Center (FRC) Program Manager, the FRC Program Services Administrator provides program leadership, staff supervision, and administrative oversight for assigned education and mentoring services. The position directly supervises the Education Coordinator and Mentorship Coordinator and provides indirect oversight of tutors and volunteers. The position also directly supervises the Data & Reporting Specialist, whose reporting priorities for other FRC programs are set by the FRC Program Manager.

The Program Services Administrator oversees consistent program implementation, service quality, documentation, outcomes, and grant deliverables and compliance with County contracts, agency policies, and established program goals. This position collaborates with the FRC Site Manager on shared space, scheduling, safety, and other site logistics affecting assigned programs.

This is an onsite, full-time, exempt position, and may require a non-traditional work schedule including evenings and weekends based on program needs.

Project -Based Position: This is a Project-Based position with an anticipated end date of June 30, 2028. The duration of the assignment subject to business and program needs and may be modified based on those needs. Employees in project-based positions may apply for other CCRC employment opportunities for which they meet the minimum qualifications.

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.
  - **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!

Go to our job board to apply: job board

The Details of the Job:

Essential Duties And Responsibilities

Within a team environment, this position performs the following responsibilities:

Program Leadership & Staff Supervision 60%

- Oversee implementation of assigned education and mentoring programs to ensure services align and support staffs' performance with County contract requirements, agency policies, program goals, and established performance measures.
- Directly and indirectly supervise staff providing and supporting education and mentorship services for the FRC.
- Ensure programs and policies guide staff to execute services in alignment with requirements.
- Ensure staff adhere to education and mentoring services protocols and follow County contract requirements, including caregiver presence on FRC premises for minor participants and reporting of incidents within twenty-four (24) hours.
- Ensure staff adhere to and demonstrate safe, respectful, participant centered practices appropriate to the services provided, e.g., trauma-informed, strengths-based, and family-centered practices.
- Provide clear expectations, coaching, guidance, performance management, and professional development.
- Coordinate with the FRC Program Manager, who sets priorities for reporting on other FRC programs, on the Data & Reporting Specialist's workload, and certify time and effort for San Bernardino County contract reporting.
- Manage team workload, schedules, priorities, program implementation, and completion of responsibilities.
- Lead recruitment, interviewing, onboarding, training, performance management, development, and offboarding of assigned staff.
- Conduct regular individual supervision and team meetings to review program activities, challenges, outcomes, staffing needs, and opportunities for improvement.
- Promote coordination between education and mentoring services while maintaining clear roles, accountability, and program expectations.
- Approve staff schedules, time off, timekeeping, and overtime within budget, and adjust assignments and coverage to meet program needs.

Program Monitoring & Quality Assurance 25%

- Monitor enrollment, participation, service delivery, outcomes, and grant deliverables for assigned programs.
- Review and approve program documentation and data for completeness, accuracy, timeliness, and compliance; direct corrective follow-up when needed.
- Review and approve reports, summaries, monitoring responses, and documentation required by funders and agency leadership.
- Identify program trends, service gaps, and operational challenges and develop recommendations for continuous quality improvement.
- Lead program planning, implementation, procedures, resource allocation, reports, audits, monitoring visits, and grant-related administrative responsibilities.
- Monitor budgets and expenditures for assigned programs, approve program expenditures within delegated authority, and recommend resource adjustments to the FRC Program Manager.
- Prepare or review monthly service reports, quarterly program performance reports, and biannual program effectiveness assessments for education and mentoring services, including participants served, demographics, attendance, enrollment progress, and program impact.

Cross Program Collaboration and Community Partnerships 10%

- Coordinate education and mentoring services with parenting education, family engagement, resource navigation, and other FRC program areas.
- Develop and implement family engagement strategies that encourage active participation in educational and mentoring services, including family workshops and events that strengthen home-school connections.
- Develop and maintain working relationships with schools, community organizations, County partners, service providers, and other stakeholders supporting children, youth, adults and families. Travel to their locations as necessary to support developing strong partnerships.
- Travel to and represent assigned programs at community meetings, outreach activities, family events, and agency meetings when there is a business or program need.
- Identify opportunities that expand educational, mentoring, youth development, and family resources.
- Maintain positive communications with agency staff, clients, visitors, and community partners and consistently present a professional image.

Site Coordination and Business Programming Support 10%

- Coordinate with the Site Manager regarding program scheduled shared space, staffing impacts, safety needs, customer service concerns, and continuity of assigned services.
- Resolve program, staffing, and service issues, and promptly elevate site operations, facilities, safety, or site-based staffing matters to the Site Manager or FRC Program Manager.
- Provide limited program coverage and coordination support when necessary to maintain assigned services; significant site level authority remains with the Site Manager or FRC Program Manager.

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:

- Perform other job related duties as assigned.

Job Specifications

Minimum Required

- **Experience:**
  - 4 years of experience in social services, family support, youth development, education, community-based programming, or program administration, including at least 2 years in a supervisory or leadership role.
  - Two years of supervisory or leadership experience that involved supervising staff, making or recommending personnel decisions, and providing coaching, performance feedback, training, professional development, and performance management
  - Experience supporting grant-funded programs, monitoring deliverables, reviewing program data and documentation, preparing reports, and ensuring compliance with contractual requirements.
- **Education**:
  - Bachelor's degree in Social Work, Psychology, Human Services, Public Administration, Education, Child Development, or a related field. An equivalent combination of education and relevant experience may be considered.
- **Technical Requirements**
  - Strong knowledge of general office procedures and proficiency in Microsoft Word, Excel, PowerPoint, Outlook, virtual meeting platforms, and program data-tracking systems.
  - Ability to analyze program data, identify trends, and maintain accurate records to support program monitoring and quality improvement.
  - Knowledge of trauma-informed, strengths-based, and family-centered practices.
  - Knowledge of Welfare and Institutions Code Section 16507.7 for Parent Education programming.
- **Behavioral:**

Go to our job board to apply: job board

- Demonstrate leadership, supervision, coaching, communication, organization, customer service, problem-solving, and decision-making skills.
- Ability to exercise sound, independent judgment, resolve operational concerns, manage multiple priorities, and elevate matters beyond delegated authority appropriately.
- Ability to develop and maintain cooperative, diplomatic working relationships with staff, families, community partners, schools, service providers, and the public.
- Demonstrated ability to work effectively with children, families, and communities from various social, cultural, and ethnic backgrounds.
- Adherence to confidentiality, including HIPAA and PHI, in accordance with Agency policy and legal requirements.
- Adherence to technological security in accordance with Agency policy and legal requirements.
- Demonstrate excellent organization and time management skills to complete projects under tight deadlines even when there are competing requirements and changes in assignments.
- Demonstrate regular, reliable, and predictable attendance to carry out the essential functions.
- Ability to prioritize work effectively, multi-task, adjust to meet multiple demands; follow up with tasks through completion; ensure deadlines are met.
-

- **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:**
  - Full time, typically Monday through Friday, a non-traditional schedule, including early mornings, late evenings, and weekends may be required as needed.
- **Work environment:**
  - This position is onsite, performing work at the assigned Family Resource Center site. The position is subject to typical indoor working conditions, including moderate noise and temperature variations.
- **Background & Health Clearance Requirements:** Background requirements determined according to the requirements of the program(s) which the position will be supporting.
  - **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)

Go to our job board to apply: job board

- **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)
- **Credit & Bankruptcy Check:** For positions with fiscal responsibility (roles with authority over financial transactions), a credit and bankruptcy check will be conducted to assess financial responsibility in alignment with agency standards and applicable laws, including the federal Fair Credit Reporting Act (15 U.S.C. 1681 et seq.) and California Labor Code restrictions on credit reports (Labor Code 1025.5

Preferred

All minimum requirements above met, plus:

- Master's degree in Social Work, Psychology, Human Services, Public Administration, Education, Organizational Leadership, or a related field.
  - 5 years of relevant program experience, including at least 3 years in a supervisory, administrative, or leadership role.
  - Experience managing or administering grant-funded family, youth, education, mentoring, or community-based programs.
- Experience supporting site or office operations and assisting management with day-to-day operational coordination.
  - Bilingual or multilingual skills relevant to the communities served 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.	x	☐	☐	☐	☐
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.	☐	x	☐	☐	☐
Crawling: Moving about on hands and knees.	x	☐	☐	☐	☐
Crouching: Bending the body downward and forward by bending the leg and spine.		x	☐	☐	☐
Driving: A car, truck, forklift, or other types of moving equipment.	☐	☒	x	☐	☐
Feeling: Perceiving attributes of an object, such as its size, shape, temperature, or texture by touching with skin, particularly that of the fingertips.	x	☐	☒	☐	☐
Grasping: Applying pressure to an object with the fingers.	☐	☐	☒	☐	x
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.	☐	☐	☐	☐	x
Kneeling: Bending legs at the knee to rest the body on the knee or knees.	x	☒	☐	☐	☐
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.		x	☐	☐	☐

Go to our job board to apply: job board

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.	☐	x	☐	☐	☐
Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.	☐	x	☐	☐	☐
Reaching: Extending hand or hands and extending arm or arms in any direction.	☐	x	☐	☐	☐
Repetitive motions: Substantial movements of the wrist, hands, and/or fingers, including keyboarding.	☐	☐	☐	☐	x
Sitting: Particularly for long periods of time.	☐	☐	☐	x	☒
Standing: Standing or staying on feet for sustained periods of time.	☐	x	☐	☐	☐
Stooping: Bending body downward and forward by bending the spine at the waist, requiring full use of the lower extremities and back muscle.	☐	x	☐	☐	☐
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.	☐	☐	☐	☐	x
Twisting: Turning from right to left at the waist.	**x**	☒	☐	☐	☐
Viewing: The ability to distinguish colors, read a VDT or other needs for depth perception.	☐	☐	☐	☐	x
Walking: Moving about on feet to accomplish tasks.	☐	☒	x	☐	☐

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.

Go to our job board to apply: job board