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 Site Manager – Project-Based job at a glance

General Summary

General Summary:
Under general supervision of the FRC Program Manager, the Family Resource Center (FRC) Site Manager leads the day-to-day operations of an assigned Family Resource Center site and directly supervises assigned site-based staff. The position oversees staffing coverage, daily operations, budget, facilities, safety, customer service, and consistent implementation of site procedures to ensure services are delivered in an organized, safe, responsive and professional environment.
This is an onsite, full-time position, and may require a non-traditional work schedule including early mornings, evenings, and weekends based on site and program needs.

Limited Term Position: This position has an anticipated end date of June 30, 2028. The duration of the assignment is subject to business and program needs and may be modified based on those needs. Employees in limited term 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!

The Details of the Job:

Essential Duties And Responsibilities

Within a team environment, this position performs the following responsibilities:
Site Operations, Budget & Administration 40%

- Lead daily operations of the assigned Family Resource Center site
- ensure the office, equipment, and environment is compliant with health and safety regulations, ADA accessibility, emergency preparedness, and program expectations for serving families, visitors, staff, and community partners

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- Coordinate site schedules, staffing coverage, meetings, trainings, shared calendars, room use, program activities, family and community events, and other operational needs to provide services during assigned hours. Resolve operational, staffing, safety, facility, and service issues at the site, and escalate as appropriate.
- Implement and follow agency policies for safety, emergency, confidentiality, facility, and office procedures.
- Ensure a minor participant is appropriately accompanied when receiving FRC services
- Manage, monitor, and maintain site operations within budget, including facility, supply, equipment, technology, and other maintenance expenditures while ensuring compliance with policies and contract conditions
- Review budget-to-actual reports regularly with the FRC Program Manager and finance staff, explain variances, and recommend or implement corrective action to keep site expenditures on track.
- Support quarterly expenditure reporting that details how contract funds were used.

Staff Supervision & Development 40%

- Directly supervise assigned FRC staff and provide clear expectations, coaching, guidance, performance management, and professional development.
- Manage work assignments, schedules, priorities, and ensure staffs' completion of assigned responsibilities.
- Promote effective communication and coordination among site staff and FRC program teams.
- Lead recruitment, interviewing, onboarding, and offboarding of assigned staff
- Conduct regular individual supervision and staff meetings to communicate expectations, review performance, address operational needs, and support professional development. Escalate as appropriate.
- Complete performance evaluations, set KPIs, and address or escalate performance and conduct issues

Community Engagement & Partnerships 10%

- Develop and maintain working relationships with community-based organizations, schools, service providers, local agencies, and other stakeholders that support children and families.
- Travel to and represent the FRC at community and county meetings, outreach activities, networking opportunities, and events, including the County CFS Contractors Fair.
- Communicate available FRC services and resources to families and community partners and identify emerging community needs, service gaps, and partnership opportunities.
- Coordinate community partners, presentations, workshops, and activities occurring at the FRC site.
- Develop and implement plans for ongoing FRC marketing, community outreach, and resource development.

Service Coordination, Quality & Compliance 10%

- Monitor FRC site level service delivery, customer experience, documentation practices, and operational processes for consistency and effectiveness.
- Support sitewide compliance with agency policies, contractual requirements, safety standards, and applicable program requirements.
- Collaborate with leaders to coordinate services and referrals across FRC programs.
- Support site visits, monitoring activities, audits, safety reviews, and other quality-assurance activities.
- Ensure incidents involving safety concerns, injury, behavioral issues, or emergencies are documented and reported within twenty-four (24) hours, and support quarterly risk management reporting.
- Provide operational observations, and site-level information to support reporting, planning, and continuous quality improvement.
- Complete annual County Human Services Privacy and Security training, sign the annual Confidentiality Statement, and immediately report any suspected or actual breach of confidential information.

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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:

- Participate in cross-departmental, agency-wide and community collaborative meetings as assigned.
- Attend agency meetings, trainings, professional development opportunities, and workgroups as assigned.
- Other related duties as assigned.

Job Specifications

Minimum Required

- **Experience:**
  - Four years of relevant experience in family support, social services, community-based programming, office/site operations, or a related field
  - Two years of supervisory or leadership experience that involved supervising and evaluating staff, making or recommending personnel decisions, coordinating daily operations, managing schedules and competing priorities, and working with families and community partners
  - Experience supporting program quality, documentation, compliance, and continuous improvement.
  - Experience monitoring budgets and expenditures, including reviewing budget-to-actual reports and controlling operating costs.
- **Education:**
  - Bachelor's degree in Social Work, Psychology, Human Development, Human Services, Public Administration, Business Administration, or a related field; equivalent combination of education and relevant experience may be considered.
- **Technical Requirements**
  - Intermediate proficiency level using Microsoft Excel, Word, PowerPoint, Outlook and video conferencing tools including Zoom and Microsoft Teams.
  - Strong organization skills to coordinate meetings, schedules, site logistics, records, and operational information accurately and efficiently.
  - Knowledge of Welfare and Institutions Code Section 16507.7 for Parent Education programming.
  - Knowledge of trauma-informed, strengths-based, and family-centered practices.
- **Behavioral:**
  - Demonstrate leadership, supervision, coaching, communication, organization, customer service, problem-solving, and decision-making skills.
  - Demonstrate 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.
  - Maintain positive communications with agency staff, clients, visitors, and community partners and consistently present a professional image.
  - 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.
  - Cooperative work, effective Organization skills and Customer Service; collaborative teamwork, accurate work product, strong problem-solving skills, and effective critical thinking; strong leadership skills.

- Ability to prioritize work effectively, multi-task, adjust to meet multiple demands; follow up with tasks through completion; ensure deadlines are met.
- Demonstrate flexibility, maturity of judgment, and collegial work.

- **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 as needed may be required.
- **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)
  - **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 met above, plus:

- **Experience:**

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- 5 years of relevant experience in family support, social services, community-based programming, or site/office operations, including at least 3 years of supervisory or leadership experience.

- **Education:**
  - Master's degree in Social Work, Psychology, Human Development, Human Services, Public Administration, Organizational Leadership, or a related field.
- **Technical Requirements**
  - Advanced proficiency level using Microsoft Excel, Word, PowerPoint, Outlook and video conferencing tools including Zoom and Microsoft Teams.
- **Bilingual**:
  - Ability to converse, write and/or translate in English and Armenian / Spanish

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 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.	☐	☒	☐	☐	☐
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.	☐	☒	☐	☐	☐

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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**
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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