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 Assistant – Project Based job at a glance

General Summary

Under close direction and supervision of the FRC Site Manager, the Program Assistant provides administrative, data, and operational support to the Family Resource Center (FRC) team in San Bernardino County, including the Program Services Administrator, program coordinators, and tutoring and mentoring staff. The position develops and maintains spreadsheets, conducts data entry, processes fiscal documents, maintains program materials, supplies, and equipment, supports family events as needed, and offers general support to the FRC team.

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!

- **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

Within a team environment, this position will perform the following responsibilities:

Site Operations & Materials Support (30%):

- Support maintenance of the site storage room, program materials, supplies, and equipment, including materials for tutoring, mentoring, and family programming.
    - Sanitize, launder, and organize materials and equipment.
    - Inventory supplies and materials as well as place orders for replacements/new items as needed

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- Place and return items to the designated area of the storage room
- Travel to pick-up/drop off materials, supplies, and donations as needed

Family Events & Engagement (25%):

- Facilitate, plan, and coordinate monthly events for enrolled families as needed. Travel to events as needed.

Data, Tracking & Reporting (25%):

- Organize, electronically file, and maintain site records (e.g., participant files, contract documentation, forms, and correspondence) in approved shared drives and systems, following agency naming, retention, and confidentiality standards, and retrieve documents for reviews and audits as needed.
- Assist the Site Manager, Program Services Administrator, and Coordinators with data collection, data entry, and report preparation for tutoring, mentoring, and other FRC programs
- Develop and maintain tracking system of documentation to supports County contract and funding requirements.

Administration (20%):

- Process fiscal documents (i.e., purchase requisitions, check requests, expense reports) for the site under the direction of the Site Manager.
- Coordinate room reservations and set-up for internal meetings, conference reservations
- Coordinate travel arrangements for team and leadership as needed
- 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.

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 monthly one-on-one meetings, individual reflective meetings, group reflective meetings and team meetings.
- Participate in continuous quality improvement as needed.
- Represent CCRC at community events including, but not limited to, CCRC sponsored events, community outreaches, and community partner meetings.
- Other duties as assigned.

Job Specifications

Minimum Required

- **Education / Experience:**
  - Minimum High School Diploma or equivalent and two years post high school education and 2 years administrative experience.
  - Any combination of equivalent education and experience that supports successful performance of the essential job functions
  -
- **Professional/Technical Certifications**: N/A
- **Technical Requirements**:
  - Basic computer skills; including web browsing, e-mail, data entry, and word processing. Proficiency in Windows-based programs including Microsoft Outlook, Word, Excel, and PowerPoint.
- **Bilingual Required**: N/A
- **Behavioral:**
  - Accept full responsibility for self and contribution as a team member and present themselves as a credible representative of the agency.
  - 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.
  - Build internal and external customer confidence by providing consistent and high-quality customer service.
  - Consistently present a calm, competent and professional image to clients, co-workers, and management.
  - Effectively communicate verbally and in writing to individuals and in a group setting.
  - Excellent organizational and record keeping skills to complete projects under tight deadlines even when there are competing requirements and changes in assignments.
    Demonstrate flexibility, innovation, and adaptability as business needs change. Develop and maintain well-defined lines of communication and professional boundaries with staff and parents.
  - Generate new ideas and practice self-development.
  - Honor and establish rapport families from various social, cultural, and ethnic backgrounds while empowering them by building on their strengths.
  - Honor confidentiality & familiarity with HIPAA compliance.
  - Maintain cooperative, diplomatic working relationships with co-workers, supervisors, and the public; work as part of a team and collaborate with colleagues in a positive, productive, and professional manner.
  - Maintain knowledge about local community resources to refer families to appropriate agencies.
  - Recognize and take independent action to solve problems.
  - Ability to prioritize work effectively, multi-task, adjust to meet multiple demands; follow up with tasks through completion; ensure deadlines are met.
  - Show ability to have flexibility, maturity of judgment, and ability to work collegially.
  - Ability to exercise discretion, confidentiality, apply good judgment in making decisions, work independently and take initiatives.
  - Understand one's job duties and responsibilities, keep job knowledge current, and utilize necessary skills to complete work assignments.
  - Work independently and be self-motivated.
  - Demonstrate regular, reliable, and predictable attendance to carry out the essential functions.
- **Travel**: Some travel/business related driving 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**: Full time, typically M-F, ability to at times work a non-traditional work schedule including early mornings, late evenings and weekends.
- **Work Environment:** Hybrid; Mixture of working in an office work environment and working directly with the community.
- **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 above met, plus:

- **Experience:**
  - Four years related administrative experience.
- **Bilingual:**
  - Ability to converse, write and/or translate in English and 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.	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	☐	☒	☐	☐

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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**
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.	☐	x	☒	☐	☐
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.	x	☐	☒	☐	☐
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.	x	☐	☒	☐	☐
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.

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