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 Community Support Navigator Project-Based job at a glance

General Summary

Under general supervision, the Community Support Navigator supports families in accessing quality resources they need to thrive, providing parents with appropriate information regarding childcare, provider referrals, and various family support and well-being services and resources. This role conducts family needs assessments, navigates families to internal and external resources, provides comprehensive support and case management, leads parenting support groups, and engage in community outreach and connecting with collaborative partners.

Project-Based Position: This is a project-based position with 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 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!

The Details of the Job:

Essential Duties And Responsibilities

Family & Community Engagement 35%

- Develop targeted lesson plans and conduct family engagement and strengthening activities, such as Storytime and playgroups, for mixed age groups of children from birth to school-age to support developmental needs.
- Adapt customized lesson plans and/or family engagement activities in real time to accommodate for unexpected mixed age audiences, while maintaining the integrity of the intended content delivery and ensuring children across all ages are appropriately engaged with the material.
- Provide simultaneous on-site activities for children and youth during the site-based caregiver activities.
- Provide bespoke guidance, strategies, and support for caregivers to extend learning at home.

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- Offer support groups, workshops or informational sessions on topics such as childcare, accessing public benefits, and family strengthening activities.
- Ensure a minor participant's caregiver, parent, or legal guardian is present on FRC premises whenever services are provided.

Case Management 35%

- Assist families with intake forms, ensuring accurate and thorough documentation.
- Conduct family needs assessments to identify individual and family challenges and needs. Develop and implement individualized action plans based on identified needs.
- Maintain ongoing relationships and follow up with families to connect them to resources, address their needs, and ensure continuity of care and support.
- Provide information regarding and appropriate referrals to other CCRC services, outside agencies, and other community resources to support family needs, such as special needs, housing, legal services, recreation activities, child care, clothing, food, medical assistance, mental health services, or other available resources.
- Maintain up-to-date knowledge of available community resources and referral processes.
- Serve as a resource on family rights, IDEA eligibility, and early intervention and special education services.
- Provide advocacy services to help families understand and access benefits, services, and their rights, including speaking on their behalf when appropriate and with family consent.
- Provide technical assistance to families seeking childcare, including subsidy options and program availability.
- Provide training, guidance, and direction to families on utilizing resources effectively.

Data Collection, Reporting, and Compliance 20%

- Documentation and Reporting: Maintain accurate records of assessments, referrals, follow-ups, and outcomes in the database. Prepare reports and summaries as required by grant or CCRC guidelines.
- Maintain and apply knowledge of program regulations, guidelines, funding terms and conditions for related programs, necessary for performance of responsibilities.
- Assess participant's eligibility criteria for the program and work collaboratively with multiple departments to ensure that all regulations are followed.
- Report incidents involving safety concerns, injury, behavioral issues, or emergencies immediately to the Site Manager so required County reporting is completed within twenty-four (24) hours.
- 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.
- Attend required County CFS Contractors Fair and other mandatory County meetings.

Community Partnership 10%

- Partner with community organizations, servicers, and CCRC teams to expand available resources and services.
- Travel to and represent CCRC at outreach events, promote the FRC's mission and programs.
- Develop new partnerships to address service gaps and strengthen the community resource network.

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:

- Attend ongoing training opportunities relative to child and professional development.
- Participate in departmental, agency, and professional meetings/workgroups as assigned.
- Assist developing policies and procedures to meet county, state, and federal program requirements, and CCRC goals.
- All other duties that may be required, as part of the essential functions of the job, as assigned.
-

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Job Specifications

Minimum Required

- **Education / Experience**:
  Bachelor's degree in the field of Psychology, Sociology, Child Development, Social Work, Human Services, and Family Studies or related field and 3 years equivalent related work experience; **OR**
  - Associate's degree in related field or equivalent college semester units in Child Development, Early Childhood Education, or a related field such as Human Development and 4 years equivalent related work experience; **OR**
  - Equivalent combination of education and experience or any combination that enables the candidate to successfully perform the functions of the position.
  - Knowledge of community resources and systems supporting families, including childcare, housing, food security, and/or mental health services.
- **Technical Requirements**
  - Proficiency with basic computer and data entry skills
- **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 high-needs populations.
  - Excellent people 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 to 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.
  - Cooperative work, effective Organization skills and Customer Service; collaborative teamwork, accurate work product, strong problem-solving skills, and effective critical thinking; strong leadership skills.
  - Demonstrate regular, reliable, and predictable attendance to carry out the essential functions.
  - Excellent verbal and written communication skills.
  - 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.
  - Excellent organizational abilities.
  - Ability to exercise discretion, confidentiality, apply good judgment in making decisions, work independently and take initiatives.

Travel:

- This position requires up to 10% travel. 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.

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- **Work environment:**
    - Office-Based: Mixture of working in an office work environment and occasionally working directly with the community; willingness to work in a traditional office setting as well as in the community as needed.
- **Background & Health Clearance Requirements:** 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:

- **Education:** Bachelor's degree-Social Work, Human Services, or related field.
- **Bilingual**: Ability to converse, write and/or translate in Spanish or Armenian
- **Experience**:
    - 2-3 years of experience in case management, human services, or related field
    - Experience and training with the county CalSAWs system.
    - Public speaking and presentation skills 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 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 (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	☐	☐
Physical Activity					
Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces.	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**
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 (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

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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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