



JOB DESCRIPTION

Program Associate

ABOUT THE ORGANIZATION: The California Child Care Resource & Referral Network (Network), a nationally recognized non-profit membership organization, addresses the needs of parents and childcare providers throughout California. The Network works with 69 local child care resource and referral (R&R) programs, throughout California, to inform parents and the public about quality child care, assist child care providers to serve their communities and encourage positive policy changes on the local, state, and federal levels. The Network provides leadership and vision for the continuous development and improvement of resource and referral services statewide, helping to build, support, and advocate for a quality child care system that supports the diversity of families and children in every community in California. The Network reinforces its mission, practices and policy priorities to address inequity and child poverty and to promote the wellbeing of children, in particular for Black children and families. By prioritizing equity and anti-racism work, with a focus on Black families, we can best ensure the well-being of all children in our state.

POSITION: Program Associate – Enhanced Technical Assistance (TA)
LOCATION: Remote Position (located within California)
SALARY: \$2,068.38 - \$2,433.38 bi-weekly
40 hours/week (1 FTE), Monday-Friday, Non-Exempt
BENEFITS: Excellent benefits (health & dental insurance; paid vacation & sick leave; monthly personal technology reimbursement; 15 paid holidays per year, including Christmas Day through New Years Day)

Awarded the Healthy Mothers Workplace Award for Excellence in Maternal Health & Equity

CLASSIFICATION: Associate (non-exempt)
REPORTING RELATIONSHIP: This position reports to the Administrative Systems, Training & Events (ASTE) Coordinator
This position is funded by the CA Department of Social Services for the CA Child Care Initiative Project.

DESCRIPTION: The Program Associate will work as part of the Provider Services team, primarily supporting the CA Child Care Initiative Project (CCIP). Program Associate (Enhanced Technical Assistance [TA]) shall develop and manage reporting tools, train agencies on correct input for consistent data entry and understanding of reporting tools. Review CCIP reports for consolidated R&R agency to lift data points for quarterly and annual statistical and TA reports. Manage the CCIP website and provide enhanced TA and navigation to CCIP contractors, as needed. Responsibilities will primarily be directed towards: website, contact, and data systems management (30%), formatting multimedia resources (5%), providing TA for reporting and program requirements (30%), data entry and reports (25%) and other administrative duties (10%).

JOB RESPONSIBILITIES:

The Program Associate will:

- Design and manage the Network Provider Service webpages by organizing training and TA resources on the member and public pages, with the guidance and coordination of program staff and CDSS.
- Co-develop surveys and reports with CDSS for annual and quarterly data indicators.
- Manage, review, analyze, and consolidate CCIP data to create reports and infographics.
- Ensure contracts are reporting data consistently across the state to show success and gaps for CDSS, R&Rs, and the Network.
- Provide TA to all 69 local R&Rs on tracking and reporting program data, including, but not limited to: participant information, professional development activities, outreach, and capacity building.
- Coordinate and conduct TA and reporting webinars and one-on-one virtual meetings, phone calls, and workshops, as appropriate.
- Retrieve data and analyze the needs of trainers from summary reports, to guide CCIP staff to provide meaningful, timely webinars on relevant topics that support continuous quality improvement. Coordinate and conduct TA and reporting Webinars.
- Create tools to track and report program activities and support staff in creating survey and tracking tools.
- Provide enhanced TA on program implementation and reporting requirements. This may include interpreting data collected by CDSS.
- Provide local assistance to CCIP contracts to support consistent and accurate data reporting on a quarterly and annual basis.
- Trains all contractors to understand CDSS's survey and the following: survey timelines, all report due dates, and proper use of state and federal funding to all CCIP contractors.
- Manage and organize Provider Services digital files, with the guidance of the ASTE Coordinator and department management.
- Coordinate with program staff to inform site content; format, organize, and publish content.
- Provide web-site, social media, and administrative support to the Provider Services team.
- Support the ongoing management of a Client Relations Management system (Salesforce).
- Work closely with the Provider Services Administration & Events team to complete related projects
- Participate in conference calls, webinars, and in-person meetings and events with Network colleagues and local CCR&R staff.
- Build positive workplace relationships and work as a collaborative and reliable team member of the Provider Services Team, which includes out-posted staff members in different parts of the state
- Perform administrative tasks including filing, word processing, and resource management.
- Format multimedia resources (e.g. videos, training recordings) and training guides using Adobe InDesign, YouTube, Canva, and other software
- Familiarity with Microsoft Office Suite, Salesforce, Adobe Acrobat and InDesign, GoToWebinar, Zoom, YouTube, rsvpBOOK , WordPress, Craft, MailChimp, Survey Monkey, and JotForm, a plus.
- Ability to be flexible, resourceful, innovative, and adapt to the changing needs of the program, department, and agency.
- Capacity to lift 25lbs
- Other duties, as assigned

QUALIFICATIONS:

- Demonstrated ability to work independently, prioritize, and meet tight deadlines
- Capacity to work in a fast-paced environment
- Strong interpersonal and communication skills; ability to articulate ideas verbally and in writing with a wide variety of audiences (in-person and online) in a timely manner
- Willingness to take direction, lead and contribute to the greater vision and goals of the Provider Services Department and Network, and collaborate as part of a greater team, while also providing leadership as needed with the team, R&Rs, and other partners.
- Ability to be flexible, resourceful, enthusiastic, innovative and adapt to the changing needs of the program, department, and agency
- Experience, willingness, and ability to use technology to communicate and carry out job responsibilities
- At least two years' experience managing websites and formatting multimedia resources for web-use
- Ability to effectively manage multiple tasks and priorities to conclusion
- Commitment to thoroughness and accuracy in all work
- Effective writing and communication skills
- Proficiency in Microsoft Office Suite, Adobe Acrobat, GoToWebinar, Zoom, rsvpBOOK or other online registration and event hosting software
- Ability to work and communicate effectively with partners, contractors, and vendors
- Valid California Driver's License
- Ability to travel throughout the state (approximately 10%)

Work Environment/Physical Demands

The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Most of the job can be done from home, with access to a secure internet.
- Ability to travel to main office in San Francisco, Sacramento, and across the state for events and tasks as needed.
- The noise level in the work environment at main office is usually moderate.
- While performing the duties of this job, the employee is regularly required sit and talk or hear for long periods of time.
- Capacity to lift, hold, and move 25 pounds.
- The employee is occasionally required to stand and walk.

COVID-19: The Network is committed to the safety and well-being of its employees and is a 100% COVID19 vaccinated workplace. Proof of vaccination will be required upon acceptance of a job offer. Job applicants with religious and disability-related objections will be given reasonable accommodations.

APPLICATION PROCESS: Please send a resume and cover letter indicating the position for which you are applying via e-mail to jobs@rrnetwork.org. **Resumes without cover letters will not be considered.** Candidates invited to interview will be required to submit a completed Network Application form prior to interview.

The California Child Care Resource & Referral Network is an equal opportunity, affirmative action employer.

