



**CHILD CARE ALLIANCE OF LOS ANGELES  
Quality Rating and Improvement System (QRIS)  
Program Assistant-Family Education**

**Position Description**

**Position Title:** Program Assistant-Family Education  
**Reports To:** QRIS Program Manager  
**FLSA Status:** Non-Exempt

The Child Care Alliance is seeking a Program Assistant for our Family Education component, an integral position for the Quality Start Los Angeles (QSLA) program of the Child Care Alliance of Los Angeles (CCALA). This entry-level position is offered to those interested in being part of a nonprofit organization that is committed to making a difference and dedicated to supporting families and the early care and education field.

**Summary**

The Program Assistant-Family Education will work with the QRIS Program Manager and Family Education Coordinator at the Child Care Alliance of Los Angeles (CCALA) to assist with the implementation of CCALA's Family Education scope of work for Quality Start Los Angeles (QSLA), LA County's Quality Rating and Improvement System (QRIS).

Quality Start Los Angeles (QSLA), the QRIS system being implemented in LA County, is a partnership between the Los Angeles County Office of Education (LACOE), the County of Los Angeles Office for the Advancement of Early Care and Education, Child360, First 5 LA, and the Child Care Alliance of Los Angeles. Working in partnership, these agencies are continuing to build a system for assessing and improving early care and education quality for LA County.

The Program Assistant-Family Education will assist and support the QRIS Program Manager and Family Education Coordinator in implementing the Family Education model by maintaining records, developing resource materials, compiling data, providing outreach and managing the logistics for the QSLA Family Education model, including monthly regional family education train the trainer workshops. This position is offered to those interested in being part of an organization that is committed to making a difference and pursuing a career with a nonprofit providing solid leadership in program development and management, service delivery and advocacy for the child care and education field.

The Program Assistant-Family Education will play a key role in providing effective, efficient and consistent communication and assistance with training facilitation with internal and external staff working on Quality Start Los Angeles activities as well as early learning providers. This position will support the QRIS Program Manager and Family Education Coordinator in regular communication with CCALA staff, collaborative partners, the Resource and Referral Agencies, QSLA providers and parents, as needed, to gather required information, coordinate trainings, and provide relevant guidance for QSLA staff and participants.

### **Essential Duties**

- Coordinate with management to support the implementation and facilitate the achieving of defined program goals and fiscal objectives.
- Perform support duties; manage program or office documentation; research and assist with resource development, and coordinate conference calls and other methods of communication, such as webinars or e-mailing.
- Serve as the initial point of contact for inquiries from QRIS coaches and providers related to Family Education train the trainer events.
- Prepare consistent and effective outreach for QSLA trainings using e-newsletters and on-line outreach methods.
- Regularly update QSLA's on-line professional development trainer with current training information
- Compile family education data for reporting to funders as well as internal use and quality improvement.
- Compile and disseminate program materials and documents as needed.
- Provide logistical support for trainings or appointments held on or off-site, including arranging meeting space, scheduling events, ordering food and supplies, sending out agendas, preparing training materials, etc.
- Be available to work a modified weekly schedule to include occasional evenings and some Saturdays.
- Perform other duties as assigned.

### **Categories of Responsibilities**

- Program Support – Assist in preparing program materials and seek out desired information that will assist with program activities. Conduct research, as needed, to prepare reports, develop materials, and correspondence on key program activities.
- Communications Support – Assist the Program Manager and Family Education Coordinator in monitoring, preparing and disseminating written and spoken communications across multiple media. Assist in drafting, editing and disseminating written communications. Perform program outreach with providers, over the phone, via e-mail, on-line, and in person.
- Administrative Support – Schedule meetings and trainings, organize meeting logistics, maintain the professional development calendar, arrange for supply purchases and requests, and provide related support to the Program Managers and Family Education Coordinator.
- Information Management – Help capture, process, and organize data and tasks to ensure effective management of the QSLA scope of work. Assist with preparation of data and program information for monthly and quarterly reporting.

### **Qualifications**

- Bachelor's Degree is required; or equivalent experience.
- Bilingual preferred (Spanish/English)
- Minimum of 1 year of relevant experience including task management, scheduling and communicating with external clients, coordinating events for 20-50 people.
- Understanding of the Los Angeles child care delivery system, stakeholders, agencies and child care provider population is desirable.
- Ability to manage multiple tasks and meet required deadlines.



- Strong interpersonal skills including the ability to work effectively with diverse client populations.
- Excellent time management and organizational skills. Able to work independently.
- Strong written and verbal communication skills, computer skills, including experience with Windows, Microsoft Office suite, databases, word processing and spreadsheet software, on-line outreach software (i.e. Constant Contact).
- Desire to work collaboratively with others at all levels of the organization and work cooperatively with other agencies.
- Ability to be flexible, innovative and to adapt to the changing needs of the program.
- Ability to travel 25% of the time around Los Angeles County.
- Valid CA driver's license, insurance coverage which meets CA standards, and reliable transportation.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use hands, finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand; walk and stoop; kneel; crouch; or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

### **Work Environment**

The work environment characteristics 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.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

### **Salary Range**

Competitive salary, commensurate with prior experience, education and abilities. The programs referenced in this job announcement are contingent upon grant funding.

### **For immediate consideration, send resume and cover letter to:**

Ilyssa Foxx, QRIS Program Manager. Email: [hiring@ccala.net](mailto:hiring@ccala.net)

**Email submissions only.** No phone inquiries. Responses will be sent only to individuals meeting the outlined requirements of the position. The programs referenced in this job announcement are contingent upon grant funding. The Child Care Alliance of Los Angeles is committed to



building and sustaining a diverse workforce and culture. As part of this commitment, the Child Care Alliance of Los Angeles provides equal opportunity in all of our employment practices, including selection, hiring, promotion, transfer, and compensation, to all qualified applicants and employees without regard to race, color, medical condition as defined by state law, ancestry, religion, national origin, age, marital status, sexual orientation, gender or gender identity/expression, ethnic group identification, mental or physical disability, pregnancy, childbirth and related medical conditions, or any other legally protected status.

**For more information about the Child Care Alliance of Los Angeles please visit our website at <http://www.ccala.net/>**