



CHILD CARE ALLIANCE OF LOS ANGELES
Quality Start Los Angeles
Program Assistant

Job Description

Job Title: Program Assistant-QSLA
Department: Quality Start LA
Reports To: Director, Quality Start LA
FLSA Status: Non-Exempt
Location/Classification: Hybrid- Agency Office and Home Office within 50 miles of 815 Colorado Blvd, Los Angeles California, 90041.

SUMMARY

The Program Assistant QSLA will assist the QSLA Program Manager with the coordination and implementation of the Child Care Alliance of Los Angeles' (CCALA) Scope of Work as part of Quality Start Los Angeles (QSLA). The Program Assistant-QSLA will maintain program records, organize, and maintain accurate records, and support purchasing, communications and outreach activities related to QSLA's work with families, collaborative partners, and early learning providers.

The Child Care Alliance of Los Angeles is a partnership of 10 community-based Resource and Referral (R&R) and Alternative Payment (AP) organizations working together to ensure the delivery of seamless, consistent, and quality early care and education throughout Los Angeles County. Our unique and innovative organization is committed to excellence and seeks employees who care deeply about making a difference to strengthen families and improve the lives of children.

Quality Start Los Angeles, the Quality Improvement System implemented in LA County, is a partnership between the Los Angeles County Office of Education (LACOE), First 5 LA, the Child Care Alliance of Los Angeles, the Los Angeles County Office for the Advancement of Early Care and Education, PEACH, and the Child Care Planning Committee. Working in partnership, they are continuing to build a system for supporting and improving early care and education quality for LA County.

The Program Assistant supports the CCALA QSLA Team in program and resource development, assists with collaborations with various program partner agencies and projects, and supports other related activities. The ideal candidate will demonstrate an interest in pursuing a career with a nonprofit providing solid leadership in program development and management, service delivery and advocacy for the early care and education field.

The Program Assistant will play a key role in ensuring effective, efficient, and consistent



communication is maintained with internal and external staff working on Quality Start Los Angeles activities. This position will support the QRIS Program Manager's communication with CCALA staff, the Resource and Referral Agencies, QSLA providers, and collaborative partners, as needed, to gather required information, coordinate meetings, and provide other necessary organization and support for QSLA staff and participants.

DUTIES AND RESPONSIBILITIES

- Perform administrative support duties; manage program documentation by maintaining paper and electronic files.
- Assist in the preparation of program materials, seeking out desired information that will support program activities.
- Compile and disseminate program materials and documents as needed across multiple media platforms and on the organization's website.
- Communicate with program participants and partners over the phone, via e-mail, or other electronic communication (i.e., Constant Contact), as needed.
- Create monthly outreach e-mails by gathering information and updates from teammates, partners, etc. and sharing with early educators via Constant Contact
- Assist with on-going community partnership collaborations and related activities, such as with LA County library systems
- Research and assist with new partnership collaborations by scheduling meetings, taking notes, supporting with collaborative project tasks
- Research and assist with resource development and program communications, such as e-mails, booklists, activity guides other outreach materials.
- Prepare correspondences, maintain agendas, and take accurate and detailed meeting notes.
- Schedule appointments and meetings as needed.
- Assist with purchasing of necessary office supplies, software, equipment, etc. for team and programmatic needs and maintaining accurate documentation of purchases
- Assist with preparation of data and program information for monthly and quarterly reporting to funders and other partners.
- Support QSLA departments with tasks or projects, as needed, such as video creation, testing of courses, training facilitation, etc.
- Assist with in-person events, live and virtual meetings, etc. by preparing and printing materials, setting up room arrangement, taking attendance, and/or facilitating Zoom meetings, as needed.
- Perform other duties as assigned.

Competencies:

- **Job Knowledge:** Demonstrates required job skills and an understanding of the duties, procedures, and responsibilities of the current position.
- **Quality** - Is thorough in completing work product with attention to detail and accuracy. Meets quality standards, makes continuous measurable improvements. Shares knowledge with co-workers.

- **Productivity** – Completes assignments accurately and in a timely and efficient manner. Adjusts positively to occasional fluctuations in the workloads. Routinely uses time efficiently. Meets deadlines and delivers accurate work.
- **Accountability:** Takes ownership and accountability for assignments and commitments, meeting assigned deadlines without additional prompting by supervisor or others.
- **Initiative.** Identifies and addresses challenges or opportunities without being prompted.
- **Problem Solving:** Actively anticipates and identifies potential concerns. Probes skillfully to get at the facts, asking questions and seeking information from appropriate sources.
- **Collaboration:** Demonstrates the ability to develop, maintain and strengthen partnerships and relationships with others inside or outside the organization who can provide information, assistance, and support.
- **Communication:** Expresses ideas clearly and effectively verbally and in writing, using concrete, specific language. Provides accurate, timely information (oral/written). Can clearly and concisely convey ideas in written information.
- **Fostering Teamwork:** Demonstrates willingness, interest, skill, and effectiveness in working together with others.
- **Adaptability:** Demonstrates ability to appropriately deal with difficult or unpleasant circumstances, or adjusting to changing conditions, to meet job requirements.
- **Decision Making:** Demonstrates good judgement, determines priorities, and makes decisions that support the agency’s mission, values, and strategic initiatives.

Qualifications

- Associate's degree is required; bachelor's degree is desirable, or equivalent experience.
- Minimum of 1 year of relevant experience including task management, providing programmatic assistance, and communicating with external clients.
- Understanding of the Los Angeles child care delivery system, stakeholders, community agencies and child care provider population, desirable.
- Ability to manage multiple tasks and meet required deadlines with strong attention to detail.
- Strong interpersonal skills including the ability to work effectively with diverse client populations.
- Excellent time management and organizational skills. Able to work independently.
- Effective written and verbal communication skills.
- Strong attention to detail and organizational skills
- Willingness to take initiative to identify and solve challenges or create greater programmatic efficiencies.
- Strong computer skills, including experience with Microsoft Office suite, Google Suite, Constant Contact, Zoom, WordPress, and/or Canva, preferred.
- Ability to work collaboratively with others at all levels of the organization and work cooperatively with other agencies and community partners.
- Ability to be flexible, innovative and adapt to the changing needs of the program and agency.
- Valid CA driver’s license and insurance coverage which meets CA standards, if using personal vehicle for work related travel.



- Flexibility – Office days are required when requested by Agency Leadership
- English/Spanish, preferred

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 to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to 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. While performing the duties of this job, the noise level in the work environment, if located in the office, is usually quiet to moderate.

Compliance with federal, state, and local guidelines and laws is required.

SALARY RANGE: \$21-23/hour

Competitive salary, commensurate with prior experience, education, skills, and abilities. Regular full-time position with a competitive benefits package which includes health insurance, 12 paid holidays, and vacation and sick accrued PTO. FLSA status is non-exempt. The programs referenced in this job description are contingent upon grant funding.

For immediate consideration, send resume and cover letter to:

Email: hire@ccala.net. Please include the position title in the subject line.

The Child Care Alliance of Los Angeles is an Equal Opportunity Employer.

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/>

The above is intended to describe the general content of and requirements for this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign



duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

We are not considering applicants that require sponsorship for employment visa status or who reside outside of California.