



CHILD CARE ALLIANCE OF LOS ANGELES Job Description – Non-Supervisor

Job Title:	Assistant, Program
Reports To:	Director II, Emergency Child Care Bridge Program & QSLA Oversight
FLSA Classification:	Non-Exempt
Location:	In Office
Pay Grade:	13
Pay Range:	\$47,839 - \$52,623
Date:	April 2025

SUMMARY

The Child Care Alliance is seeking a Program Assistant, an integral support position for the Emergency Child Care Bridge Program (Bridge 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 foster families and the early care and education field.

The Child Care Bridge Program is a subsidy program for foster children and a trauma-informed training and coaching program. The Bridge Program is a partnership between the Department of Children and Family Services, Child Care Alliance of Los Angeles, and the Resource and Referral agencies in Los Angeles County. 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 Early Childhood Education field.

The Bridge Program Assistant will be responsible for assisting the Program Director with preparing data reports, organizing and reconciling documentation submitted by the Resource and Referral agencies, taking accurate and thorough meeting notes, communicating with internal and external staff and partners, reviewing payment vouchers for accuracy, and other administrative duties.

Essential Functions:

- Accurately prepare various excel data reports submitted to DCFS monthly.
- Reconcile provider payment vouchers with the agency voucher summary reports submitted by the Resource and Referral agencies. Communicate any discrepancies to the agencies for immediate correction monthly.
- Prepare clear, detailed, accurate, and thorough meeting notes monthly and quarterly.
- Collect, organize, and compile training calendars from each Resource and Referral agency for data reporting and planning purposes monthly.
- Provide excellent customer services to callers seeking information regarding the Bridge Program as needed.
- Track and log all manual referrals approved for childcare services for database upload quarterly.
- Prepare all program purchase requests for signature and processing monthly.
- Attend and actively participate in required internal and external program-related meetings as

required.

- Review payment vouchers for accuracy and communicate errors to the Quality Control Specialist or Supervisor monthly.
- Perform other duties as assigned by leadership as required.

Competencies:

Job Knowledge (Quality & Productivity):

- Demonstrate required job skills and an understanding of the duties, procedures, and responsibilities of the position.

Quality Focused

- Thorough in completing work product with attention to detail and accuracy.
- Required to meet quality standards, makes continuous measurable improvements.
- Openly shares knowledge with co-workers to improve quality, efficiency or both.

Productivity:

- Complete assignments accurately and in a timely and efficient manner.
- Adjust positively to occasional fluctuations in the workloads.
- Routinely use time efficiently.
- Meet deadlines and delivers accurate work.

Accountability:

- Take ownership and accountability for assignments and commitments.
- Update supervisor on status, challenges, or delays.
- Accountable for shared work product, responsibilities, and projects.
- Adhere to all policies and procedures including established work schedule.

Initiative:

- Identify and address challenges or opportunities without being prompted.
- Takes ownership of new projects and assignments.
- Seek new and /or additional on-the-job opportunities to expand personal knowledge and add value to the work group.
- Actively seek out resources and solutions independently. Willing to assist others in times of need.

Problem Solving:

- Actively anticipate and identify potential concerns.
- Overcome obstacles by independently identifying solutions.
- Identify specific information needed to clarify a situation or to make a decision. Weigh the priority of things to be done.

Collaboration:

- Demonstrate the ability to cooperate with others, contribute to team projects, exchange ideas, opinions, internally and externally and cross functional.
- Develop positive working relationships across the agency.

- Be flexible and open-minded and always approachable.
- Demonstrates awareness and respect of cultural and individual values and ideas.

Communication:

- Expresses ideas clearly, succinctly, and effectively verbally and in writing using concrete, specific language
- Respond to others in a well-organized, courteous, and effective manner.
- Listen carefully and consider the ideas of others.
- Keep supervisor informed about progress and problems; avoids surprises.
- Adapt communication methods for different audiences can get messages across that have the desired effect.
- Maintain confidentiality and appropriately shares relevant information with clients, supervisor, and other staff.
- Demonstrate effective phone skills.

Fostering Teamwork:

- Demonstrate interest, skill, and success in working together with others.
- Share expertise with others and helps others when they need it.
- Seeks opportunities to work in teams as a means to develop expertise and knowledge.
- Provide assistance, information, or other support to others, to build or maintain relationships with them.
- Express disagreement constructively by giving and receiving constructive feedback.
- Contributes to a positive work environment through their interactions with others.

Adaptability:

- Demonstrate ability to appropriately deal with difficult or unpleasant circumstances, or adjust to changing conditions, to meet job requirements.
- Demonstrate resilience in approaching conflict, shifting priorities.
- De-escalate stress and pressure and leads teams appropriately.
- Demonstrate tolerance for ambiguity, shift gears comfortably and handle uncertainty.

Decision Making:

- Demonstrate good judgement, determine priorities, and makes decisions that support the agency's mission, values, and strategic initiatives.
- Use expertise and job knowledge to align perspectives with the bigger picture and agency standards when making decisions.
- Astutely identifies and partners appropriately with relevant levels of authority to make exceptions to the rules or modify established policies and procedures.
- Be willing to make decisions in difficult or ambiguous situations, when time is critical.
- Takes charge of a group when it is necessary to facilitate change, overcome an impasse, face issues, or ensure that decisions are made.
- Make tough decisions that may not be popular.

QUALIFICATIONS

- Associate's degree, or 2 years equivalent experience including task management, scheduling and

communicating with external clients.

- 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.
- Effective written and verbal communication skills, computer skills, including experience with Windows, Microsoft Office suite, Zoom or other such platforms, databases, word processing and spreadsheet software.
- Desire to work collaboratively with others at all levels of the organization and work cooperatively with other agencies.
- Ability to consistently accept positive feedback.
- Ability to be flexible, innovative and to adapt to the changing needs of the program.
- Valid CA driver's license and insurance coverage which meets CA standards.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

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.

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.

The above is intended to describe the general content of and requirements for the performance of 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. Duties, responsibilities, and activities may change at any time with or without notice. All remote work opportunities are at the discretion of the supervisor and executive director and may be changed at any time with or without notice.



This Job Description has been approved by:

Department Director: _____ **Date:** _____

Senior Director of HR & Operations: _____ **Date:** _____

Employee signature below indicates the employee's understanding of the requirements, essential functions, duties, and location of the position.

Employee signature: _____ **Date:** _____