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## 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 **Case Management** Division! Go to our job board to apply:

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### The Provider Liaison job at a glance

| General Summary  | Core Benefits!  |
|--|---|
| <p>Under general supervision, the Provider Liaison is responsible for analyzing the provider's eligibility and documentation in accordance with county and state guidelines. The Provider Support Liaison provides eligibility and documentation assistance, maintains file accuracy, and responds to inquiries from childcare providers regarding requirements and procedures of CCFA programs.</p> | <ul style="list-style-type: none"><li>• <b>Hybrid</b> position!</li><li>• <b>Competitive Compensation Package</b></li><li>• <b>Robust benefit offerings</b> -Medical, Dental, Vision, and Voluntary Life Insurance!<ul style="list-style-type: none"><li>○ CCRC <b>covers approximately 90-100% of employee and dependent</b> medical and dental coverage, and <b>90%</b> vision coverage!</li><li>○ There are a variety of medical and dental plans offered.</li><li>○ <b>Basic Life Insurance and Long-Term Disability</b> paid for by CCRC</li></ul></li><li>• <b>Flexible Spending Account</b> participation offered</li><li>• Employer Contribution and Employer Match in the <b>403(b) Retirement Savings Plan</b> with 100% vesting!<ul style="list-style-type: none"><li>○ Upon meeting eligibility, employees receive a <b>5% contribution</b> and may participate in the <b>match of 50% up to the 1<sup>st</sup> 7% of deferrals</b></li></ul></li><li>• <b>Generous Time Off Policy</b> with vacation and Sick Time, Holidays, and Paid Winter Break</li><li>• Opportunities for learning and professional development, such as education reimbursement and mastering skills for career progression</li><li>• <b>Culture:</b> Mission-driven, passionate, and inclusive</li><li>• <b>Employee Assistance and Wellness Programs</b></li><li>• <b>501(c) (3) designation</b>-You can apply for Public Service Loan Forgiveness!</li></ul> |

### The Details of the Job:

#### Essential Duties And Responsibilities

Within the team structure, the Provider Liaison supports providers and works with other departments to ensure providers eligibility, enrollment, and documentation maintenance related to CCFA programs comply with county and state guidelines. The position includes the following responsibilities:

##### Provider Processing (50%)

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- Receive and process documentation to determine provider eligibility for CCFA childcare programs. Review documentation for accuracy and approve or deny within the specified timeframe. Follow up for missing or incomplete documentation, including non-submission of PPRs or attendance records.
- Process Trustline applications and letters to maintain compliance with county and state guidelines.
- Process providers to receive electronic childcare payments via pay cards or direct deposit.

### **Customer Service (30%)**

- Serve as the primary contact to assigned providers and support providers via walk-in, phone, and email while ensuring all activities are logged in NoHo.
- Research customer concerns, follow customer services guidelines, and/or escalate situations as appropriate to the supervisor to ensure issues are resolved in a timely manner.

### **Data Entry and Administration (20%)**

- Data enter provider non-operational days, days/hours of operation, and absence policies accurately to ensure accuracy of provider payments.
- Review data entered information across multiple databases (NoHo CARE, R&R NoHo, Laserfiche, Provider Portal, Connect, and IRS TIN) to ensure data matches and produces accurate monthly and ad hoc reports (including, the ISD Zip codes, QRIS, and Red Flag reports)

## **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:

- Participate in departmental, agency and professional meetings and workgroups, or trainings as assigned.
- Provide work coverage as requested.
- Make recommendations for corrective action(s) and/or changes in procedures.
- Provide reports that analyze complaints, problems, and issues in order to identify trends in the source, frequency, nature, type, impact, and solutions.
- Follow established protocols when serving all program participants.
- All other duties that may be required, as part of the essential functions of the job, as assigned.

## **Job Specifications**

### **Minimum Required**

- **Education / Experience:**
  - Associate's degree in the field of Child Development, Social Work, Family Studies, or related field; or High School diploma or equivalent and 2 years of relevant work experience
- **Technical Requirements** - List specifics:
  - Demonstrated proficiency and experience with Windows-based programs and data entry.
- **Behavioral:**
  - Cooperative work, effective Organization skills and Customer Service; collaborative teamwork, accurate work product, strong problem-solving skills, and effective critical thinking.
  - Demonstrate regular, reliable, and predictable attendance to carry out the essential functions.
  - 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.

- Ability to exercise discretion, confidentiality, apply good judgment in making decisions, work independently and take initiatives.
- 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.
- **Travel:** Some travel/business related driving required; 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:** Hybrid schedule. Regular Full-time schedule; and overtime hours may be required at times.
- **Work environment:** Office work environment; ambient temperature, moderate noise levels, indoor.
- **Background & Health Clearance Requirements:**
  - **Background & Health Clearance Requirements:** Background requirements determined according to the requirements of the program(s) which the position will be supporting.
  - 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)
- **Preferred:**
  - Bilingual: Ability to converse, read, write and/or translate in English and Armenian / Spanish in order to provide program information in the client's preferred communication method.
  - Experience working with program-eligible families and children, a plus.

## 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   | Hours Per Day                       |                                     |                                     |                          |                                     |
|--|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|
|  | NA                                  | 0-2                                 | 3-4                                 | 5-6                      | 7-8                                 |
| List the number of hours spent performing the activity.  |                                     |                                     |                                     |                          |                                     |
| <b>Balancing:</b> Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces.  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| <b>Climbing:</b> 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.  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| <b>Crawling:</b> Moving about on hands and knees.  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| <b>Crouching:</b> Bending the body downward and forward by bending the leg and spine.  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| <b>Driving:</b> A car, truck, forklift or other types of moving equipment.   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| <b>Feeling:</b> Perceiving attributes of an object, such as its size, shape, temperature or texture by touching with skin, particularly that of the fingertips.  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| <b>Grasping:</b> Applying pressure to an object with the fingers.  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| <b>Hearing:</b> 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. | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <b>Kneeling:</b> Bending legs at the knee to rest the body on the knee or knees.   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| <b>Lifting:</b> Raising objects from a lower to a higher location or moving objects horizontally from one location to another. Lifting a 50lb object to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.                                      | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| <b>Pulling:</b> Using upper extremities to exert force to draw, haul or lug objects in a sustained motion.   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| <b>Pushing:</b> Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| <b>Reaching:</b> Extending hand or hands and extending arm or arms in any direction.   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| <b>Repetitive motions:</b> Substantial movements of the wrist, hands, and/or fingers, including keyboarding.   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <b>Sitting:</b> Particularly for long periods of time.   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <b>Standing:</b> Standing or staying on feet for sustained periods of time.  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| <b>Stooping:</b> Bending body downward and forward by bending the spine at the waist, requiring full use of the lower extremities and back muscle.   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| <b>Talking:</b> 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.   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <b>Twisting:</b> Turning from right to left at the waist.  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            |
| <b>Viewing:</b> The ability to distinguish colors, read a VDT or other needs for depth perception.   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <b>Walking:</b> Moving about on feet to accomplish tasks.  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |

## Notices

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

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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](mailto:Recruiting@ccrcca.org).