



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 900+ people strong and growing!

You could play a key role supporting the **CCFA** Division! Go to our job board to apply: [job board](#)

The Appeals and Fair Hearing Supervisor job at a glance

General Summary

Under minimal supervision, the Appeals and Fair Hearings Supervisor will be responsible for overseeing technical, administrative, and program support activities while ensuring high-quality customer service to parents, providers, and community members. This role involves conducting performance appraisals, managing workflow, coaching staff, and making independent decisions in line with agency standards and policies. The supervisor also acts as a liaison across various program departments and represents the Director, CCFA Partnership as needed.

Core Benefits!

- **Hybrid** position!
- **Competitive Compensation** Package
- **Robust benefit offerings** -Medical, Dental, Vision, and Voluntary Life Insurance!
 - CCRC ***covers approximately 90-100% of employee and dependent*** medical and dental coverage, and ***90%*** vision coverage!
 - There are a variety of medical and dental plans offered, including 5 medical plans of Kaiser HMO, 3 different Blue Shield HMOs, and a PPO, and Dental HMO or PPO
- **Basic Life Insurance and Long-Term Disability** paid for by CCRC
- **Flexible Spending Account** participation offered
- Employer Contribution and Employer Match in the **403(b) Retirement Savings Plan** with 100% vesting!
 - Upon meeting eligibility, employees receive a ***5% contribution*** and may participate in the ***match of 50% up to the 1st 7% of deferrals***
- **Generous Time Off Policy** with vacation and Sick Time, Holidays, and Paid Winter Break
- Opportunities **for learning and professional development**, such as education reimbursement and mastering skills for career progression
- **Culture:** Mission-driven, passionate, and inclusive
- **Employee Assistance and Wellness Programs**
- **501(c) (3) designation**-You can apply for Public Service Loan Forgiveness!

The Details of the Job:

Essential Duties And Responsibilities

Within a team environment, this position will perform the following responsibilities:

Supervisory Functions (45 %):

Go to our job board to apply: [job board](#)

- Provide direct supervision and leadership to Appeals and Fair Hearing staff, fostering a positive and collaborative team environment.
- Conduct performance appraisals, manage workflow, and coach staff to ensure high-quality service delivery.
- Facilitate staff development through regular meetings and training sessions and by providing ongoing direction and supervision.

Appeals and Fair Hearings Functions (30 %):

- Oversee the appeals processes for all CDSS and CDE funded programs such as Alternative Payment, CalWorks Stage 2 and 3, CCTR and CSPP ensuring compliance with relevant regulations.
- Conduct case reviews with the hearing officers and the director, as needed.
- Ensure the proper maintenance and periodic review of all Fair Hearing files using established quality assurance methods.
- Serve as the hearing officer for sensitive or confidential cases, which are managed by Case Management Supervisors.

Operational Functions (15 %):

- Plan, organize, lead, coordinate, delegate, review, and appraise the workflow of Program Specialists.
- Monitor the Appeals and Fair Hearings to ensure that all timelines are met, that hearings are conducted in a fair and unbiased manner and the decisions are accurate and in compliance with Welfare and Institutions Code.
- Resolve internal and external customer service issues and complaints, providing exemplary service to all customers.
- Review Appeals and Fair Hearing processes and decision letters periodically to ensure that they are accurate and contain citations from the current regulations and laws.

Administrative Functions (10%):

- Maintain knowledge of and ensure consistent application of policies, current regulations, and funding terms and conditions, as they apply to the Fair Hearing process.
- Maintain all data required by management pertaining to the activities of the Fair Hearing Officers.
- Ensure that all hearing decisions are made independently based on facts presented during the hearing.

Non-Essential Duties And Responsibilities

These duties include tasks that are required and comprise less than 5% of daily functions for this job:

- Special projects and other duties as assigned.
- Participate and represent the Agency in County and State-wide meetings as assigned.

Job Specifications

Minimum Required

- **Education:** High School diploma or equivalent required, AA/BA preferred.

Go to our job board to apply: [job board](#)

- **Experience:** 3 years of experience in Case Management in a government regulated program. This may include monitoring, case management, appeals, etc.
- **Technical Requirements:**
 - Intermediate proficiency of Microsoft Outlook, Excel, Word, PowerPoint, basic proficiency of Access
 - Proficiency using Windows based programs and data entry experience.
 - Ability to use virtual meeting platforms.
- **Behavioral:**
 - Effective communication, working collaboratively with adults and children, able to demonstrate a supportive attitude to families.
 - Cooperative work, effective Organization skills and Customer Service; collaborative team work, accurate work product, strong problem solving skills, effective critical thinking, ability to make independent decisions/judgement, work comfortably in at risk environments.
 - Adherence to confidentiality, including HIPAA and PHI, in accordance with Agency policy and legal requirements.
 - Adherence technological security in accordance with Agency policy and legal requirements.
- **Travel:** 10% of travel time expected for the position, typically within CCRC offices and service areas. Travel for conferences or inter-Agency meetings may extend beyond the typical service area. Some overnight travel may be required. May use CCRC company vehicles, when available, or personal vehicle and will be subject to Driver Management Policy requirements (i.e., valid California Driver's License, automobile insurance and a clean driving record required)
- **Work Schedule:** This position is full time; will regularly work a non-traditional schedule (i.e., weeknights and weekends). This position is a hybrid position
- **Work environment:** Hybrid
- **Background:** standard

Preferred

All minimum requirements above met, plus:

- **Education:** AA/BA preferred.
- Leadership experience preferred; evaluation and monitoring performance, directing and evaluating work flow, etc.
- **Bilingual preferred.** Ability to converse, write and/or translate in English and Armenian / Spanish

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 List the number of hours spent performing the activity.	Hours Per Day				
	NA	0-2	3-4	5-6	7-8
Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces.	☒	☐	☐	☐	☐

Go to our job board to apply: [job board](#)

Physical Activity

Activity List the number of hours spent performing the activity.	Hours Per Day				
	NA	0-2	3-4	5-6	7-8
Climbing: 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.	☐	☒	☐	☐	☐
Crawling: Moving about on hands and knees.	☒	☐	☐	☐	☐
Crouching: Bending the body downward and forward by bending the leg and spine.	☐	☒	☐	☐	☐
Driving: A car, truck, forklift or other types of moving equipment.	☐	☒	☐	☐	☐
Feeling: Perceiving attributes of an object, such as its size, shape, temperature or texture by touching with skin, particularly that of the fingertips.	☒	☐	☐	☐	☐
Grasping: Applying pressure to an object with the fingers.	☐	☒	☐	☐	☐
Hearing: 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.	☐	☐	☐	☐	☒
Kneeling: Bending legs at the knee to rest the body on the knee or knees.	☒	☐	☐	☐	☐
Lifting (Light): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. Lifting up to 30lb objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	☒	☐	☐	☐	☐
Lifting (Med): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. Lifting 30lb – 50lb objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	☒	☐	☐	☐	☐
Lifting (Heavy): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. Lifting 50lb+ objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	☒	☐	☐	☐	☐
Pulling: Using upper extremities to exert force to draw, haul or lug objects in a sustained motion.	☒	☐	☐	☐	☐
Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.	☒	☐	☐	☐	☐
Reaching: Extending hand or hands and extending arm or arms in any direction.	☐	☒	☐	☐	☐
Repetitive motions: Substantial movements of the wrist, hands, and/or fingers, including keyboarding.	☐	☐	☐	☐	☒
Sitting: Particularly for long periods of time.	☐	☐	☐	☒	☐
Standing: Standing or staying on feet for sustained periods of time.	☐	☒	☐	☐	☐
Stooping: Bending body downward and forward by bending the spine at the waist, requiring full use of the lower extremities and back muscle.	☐	☒	☐	☐	☐
Talking: 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.	☐	☐	☐	☐	☒
Twisting: Turning from right to left at the waist.	☒	☐	☐	☐	☐
Viewing: The ability to distinguish colors, read a VDT or other needs for depth perception.	☐	☐	☐	☐	☒
Walking: Moving about on feet to accomplish tasks.	☐	☐	☒	☐	☐

Notices

Go to our job board to apply: [job board](#)

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 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.