



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 Family Well Being Division! Go to our job board to apply: [job](#)

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The ECM Lead Care Manager job at a glance

General Summary

Under general direction, the ECM Lead Care Manager serves as the primary point of contact for Managed Care Plan (MCP) members and their support systems, coordinating care across clinical, behavioral health, and community-based services.

The Lead Care Manager provides whole-person care management for members within the Birth Equity population of focus, including pregnant and postpartum individuals and families with infants up to 12 months old. This role emphasizes engagement, assessment, care planning, resource linkage, and collaboration with multidisciplinary care teams to address medical, behavioral, and social determinants of health.

This is a full-time, field-based position that includes in-person, community-based, virtual, and telephonic engagement within the service area.

Approximately up to 40% of local travel is required to support in-person, community-based, and healthcare-setting service delivery.

Core Benefits!

- **Field-based** 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.
 - **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 field-based environment, this position will perform the following responsibilities:

Care Management and Coordination of Community Services 55%

- Partner with Licensed Clinician to conduct and coordinate comprehensive multidisciplinary assessments across physical health, behavioral health (including trauma and substance abuse), oral health, and social support needs, including identifying appropriate referrals and linkages to community-based services.

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- Develop, implement, and maintain individualized Care Plans/Action Plans that guide ongoing care coordination, service delivery, and goal tracking.
- Serve as the primary point of contact for members and designated caregivers, ensuring consistent communication and coordination across the multidisciplinary care team.
- Ensure members are connected to a primary care provider and have an identified Authorized Representative (AR) and/or caregiver, and coordinate advocacy efforts with healthcare providers and community partners, with member consent.
- Deliver services where the member lives, seeks care, or finds most easily accessible, including office-based, telehealth, or field-based services
- Connect members to non-clinical social and other health-related services, including coordinating transportation and interpreting services and support member engagement and access to services by providing health education and coaching, accompanying members to appointments when appropriate, and coordinating transportation and interpreting services as needed.
- With permission, coordinate/advocate on behalf of client with health care professionals (e.g., PCP)
- Utilize evidence-based practices, including Motivational Interviewing, Harm Reduction techniques, and Trauma-Informed Care principles, to engage members, support goal attainment, and promote self-management skills.
- Coordinate Transitional Care Planning in collaboration with hospitals, emergency departments, and other institutional providers, including monitoring member progress, updating goals, and conducting pre-graduation assessments to support appropriate transition or discharge from ECM services.
- Provide health promotion services to encourage and support members to make lifestyle choices based on healthy behavior, with the goal of motivating members to successfully monitor and manage their health.
- Complete all required documentation accurately and within established timeframes by the individual action plan, and adhere to all legal, ethical, and contractual requirements related to ECM services, including HIPAA, confidentiality, and recordkeeping standards.

Member Engagement, Screening & Assessment 15%

- Conduct outreach, engagement, and ongoing follow-up with MCP members and identified support persons to support enrollment, participation, and retention in ECM services.
- Complete required screenings and assessments (e.g., ACEs, PHQ-9, GAD-7, clinical and non-clinical assessments) and document results per program and MCP requirements.
- Identify barriers to care (e.g., housing instability, domestic violence, behavioral health needs, DCFS involvement) and integrate findings into individualized care planning and services coordination.

Community Outreach 25%

- Conduct outreach and engagement activities to support enrollment of eligible Managed Care Plan members into the ECM program, utilizing methods such as phone outreach, mailed information, field visits, and other engagement activities as defined by the ECM provider.
- Develop and maintain collaborative relationships with healthcare providers, social service agencies, and community organizations to identify eligible members and facilitate appropriate referrals to ECM services.

Meetings and Trainings 5%

- Attend required staff, team, and interdisciplinary care team meetings and supervision
- Attend training as assigned (e.g., ACEs Certification).
- Attend mandatory agency, provider-focused training, webinars, conferences, and technical assistance meetings (e.g. ACEs Certification)
- Maintain ongoing professional development, up-to-date perinatal and maternal health, mental health education, and related certifications as required.

Non-Essential Duties And Responsibilities

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

- Provide mentoring and share best practices to colleagues, interns, and new hires, as assigned.
- Organize and inventory program supplies and materials.
- Participate in continuous quality improvement projects, including program audits, studies, surveys, LMS training, and data-driven performance reporting, as needed.
- Other duties as assigned.

Job Specifications

Minimum Required

- **Education and Experience (one of the following):**
 - Bachelor's degree with two (2) years of relevant case management or care coordination experience; OR
 - Associate of Arts degree with three (3) years of relevant experience; OR
 - High School Diploma or equivalency with four (4) years of relevant experience.
- **Experience:**
- Minimum of two (2) years' experience working with pregnant individuals, children, and/or parents/caregivers.
- At least two (2) years' experience coordinating services across healthcare, behavioral health, and community systems.
- **Professional/Technical Certifications:** n/a
- **Technical Requirements:**
 - Computer skills; including web browsing, e-mail, data entry, and word processing. Proficient in Zoom, Adobe Suite, and Windows-based programs: Microsoft Outlook, Word, Excel, Teams, and PowerPoint.
- **Bilingual Required:** n/a
- **Behavioral:**
 - Strong interpersonal and customer service skills, including the ability to work effectively with diverse client populations.
 - Ability to be flexible, innovative, and adapt to the changing needs of the program, department and agency.
 - Assess families across a broad spectrum of areas, recognizing professional boundaries and the need for consultation from other disciplines.
 - Honor and establish rapport with socially, culturally, and ethnically diverse families. Value and model diversity, equity, and inclusion with internal and external community partners.
 - Previous experience demonstrates effective problem-solving and decision-making skills and ability to work autonomously with multiple sites.
 - Effective time management and organizational skills and the ability to successfully meet position requirements.
 - Strong effective written and verbal communication, and presentation skills
 - Must be able to manage multiple tasks and competing priorities while meeting deadlines consistently.
 - Demonstrate regular, reliable, and predictable attendance to carry out the essential functions.
 - 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.
 - Knowledgeable about local community resources and referring families to supportive agencies.
 - Maintain cooperative, diplomatic working relationships with clients, co-workers & supervisors; work effectively as part of a team and collaborate with colleagues while maintaining a positive work ethic.
 - Take initiative, act on opportunities, generate new ideas, and regularly practice self-development.

- **Travel:** Approximately up to 40% local travel required to support in-person, community-based, and healthcare-setting service delivery. Staff members 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 DMV clearance required.
- **Work Schedule:** Full-time. Typically, M-F, with the ability to work at times a non-traditional work schedule including early mornings, late evenings, and weekends.
- **Work Environment:** Field-Based. Combination of working in an office, working from home, and working in the community. Includes virtual visits, family homes, hospitals, parks, and other locations in the community as required.
- **Background & Health Clearance Requirements:**
 - **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

All minimum requirements above met, plus:

- **Education:**
 - Bachelors in early childhood education, social work, public health education, psychology, or a related field.
- **Experience:**
 - Two (2) years or more of experience working with pregnant parents and families with children under 12 months old.
 - Two (2) experience working with Electronic Health Records (EHR), EXYM, and linkages to local community resources.
 - Familiarity with trauma-informed care and the effects of domestic violence, child abuse, parental alcohol and/or substance abuse, and perinatal depression on child development, parenting, family, and general functioning, or willingness to be trained preferred.
 - Demonstrates lived experience and a commitment to serving the perinatal population.
 - Prior experience as a Community Health Worker, Peer Support Specialist or similar role a plus
- **Bilingual preferred.**
 - Ability to converse, write, and translate in English and Spanish.

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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. | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 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. | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Crawling: Moving about on hands and knees. | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Crouching: Bending the body downward and forward by bending the leg and spine. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Driving: A car, truck, forklift or other types of moving equipment. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Feeling: Perceiving attributes of an object, such as its size, shape, temperature or texture by touching with skin, particularly that of the fingertips. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Grasping: Applying pressure to an object with the fingers. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 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. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Kneeling: Bending legs at the knee to rest the body on the knee or knees. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 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. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 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. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 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. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Pulling: Using upper extremities to exert force to draw, haul or lug objects in a sustained motion. | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward. | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Reaching: Extending hand or hands and extending arm or arms in any direction. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Repetitive motions: 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"/> |
| Sitting: Particularly for long periods of time. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Standing: Standing or staying on feet for sustained periods of time. | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Stooping: 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 type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 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. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Twisting: Turning from right to left at the waist. | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Viewing: 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"/> |
| Walking: Moving about on feet to accomplish tasks. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

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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 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.