



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 board](#)

[board](#)

The ECM Supervisor job at a glance

General Summary

General Summary: Under direction of the Program Manager, the ECM (Enhanced Care Management) Supervisor provides clinical and administrative supervision to ECM Lead Care Managers and assigned staff delivering Enhanced Care Management services to high-need Medi-Cal members.

The ECM Supervisor ensures services are delivered in compliance with Department of Health Care Services (DHCS) and Managed Care Plan (MCP) requirements while promoting whole-person, trauma-informed, and culturally responsive care coordination.

This position is responsible for staff supervision quality assurance, program performance monitoring, contract compliance, and continuous improvement of ECM service delivery. The ECM Supervisor provides consultation on complex client cases, supports interdisciplinary collaboration, and ensures documentation and service standards meet regulatory and agency expectations.

This is a field-based position supporting staff and clients virtually, telephonically, and in community settings. This role provides clinical oversight and case consultation only and does not provide clinical supervision hours toward licensure.

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

This position will perform the following responsibilities:

Program Oversight & Supervision (45%)

- Provide clinical and administrative supervision to ECM Lead Care Managers and assigned staff.

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- Ensure team responsibilities and deliverables are achieved and completed.
- Conduct regular supervision meetings, case consultations, and performance coaching.
- Support staff managing high-acuity members requiring intensive care coordination.
- Ensure ECM services follow whole-person care principles and culturally responsive practices.
- Review complex cases and provide escalation guidance related to safety, risk, and service coordination.
- Monitor staff productivity, case load distribution, and service delivery outcomes.
- Participate in interdisciplinary care team meetings with medical, behavioral health, and community partners.
- Observe service delivery and provide feedback to ensure adherence to ECM program standards.
- Assist with staff onboarding, training, and professional development.
- Participate in full cycle recruiting, hiring and performance management of assigned staff.
- Follow CA Mandated Reporting laws (child, elder, and dependent adult abuse/neglect).

Commented [KW1]: I took out the step into the ECM Lead Care Manager / Program Assistant as needed. It could be a red flag for FLSA. But I think this bullet point covers that

Documentation, Compliance & Reporting (30%)

- Monitor program compliance with DHCS ECM requirements and Managed Care Plan contracts.
- Review documentation to ensure accuracy, timeliness, and regulatory compliance.
- Oversee service documentation, data collection, and reporting activities.
- Support audits, chart reviews, and quality improvement initiatives.
- Ensure HIPAA compliance and adherence to agency policies.
- Track program performance metrics and recommend service improvements.
- Coordinate corrective action plans when compliance gaps are identified.

Program Operations & Collaboration (25%)

- Collaborate with Program Manager and Director on program implementation and improvements.
- Support development of workflows, policies, and program procedures.
- Assist with staff planning, scheduling and operational coordination.
- Participate in internal and external meetings required by contracts or agency leadership.
- Support community partnership engagement aligned with ECM goals.
- Contribute to reports related to program outcomes and service effectiveness.

Non-Essential Duties And Responsibilities

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

- Conduct ongoing team building activities to enhance employee relations and teamwork.
- Prepare oral and written reports as needed.
- Ensure staff have access to technology, workspace and supplies to effectively fulfill their responsibilities.
- Represent CCRC at community events including sponsored events, community outreaches, meetings, and funder meetings.
- Serve as a member of Division Leadership Team to ensure compliance with agency policies and procedures.
- Perform other duties as assigned.

Job Specifications

Minimum Required

- **Education:** Master's Degree required in Public Health, Behavioral Science, Counseling, Psychology, or a closely related field.
- **Experience:**
 - Minimum of three (3) years of experience in care coordination and case management for focal population such as children and adults experiencing Serious Mental Illness (SMI) and/ or Substance Use Disorder (SUD), or children involved in or with a history of involvement in child welfare.
 - Knowledge of trauma informed care, mental health, perinatal/maternal health, and early childhood development.

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- Experience in health management, public health, or enhanced care management programs are highly desirable.
- **Licensure:**
 - Be a registered associate (ASW, AMFT, or APCC) working under appropriate clinical supervision and in good standing with the licensing board. Licensure is required for clinical oversight and case consultation purposes.
- **Professional/Technical Certifications: N/A**
- **Technical Requirements:**
 - Computer skills; including web browsing, e-mail, data entry, and word processing. Proficiency in Windows-based programs including Microsoft Outlook, Word, and Excel.
 - Experience working with Electronic Health Records preferred.
- **Bilingual Required: n/a**
- **Behavioral:**
 - Cooperative work, effective organization skills, time management and customer service; collaborative teamwork, strong problem-solving and decision-making skills, and effective critical thinking.
 - Show ability to have flexibility, maturity of judgement, and ability to work collegially.
 - Show ability to work autonomously with multiple sites.
 - Ability to exercise discretion, confidentiality, apply good judgement in making decisions, work independently and take initiative.
 - Strong effective written and verbal communication, and presentation skills.
 - 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.
 - Adherence to confidentiality, including HIPAA and PHI, in accordance with Agency policy and legal requirements.
 - Adherence with technological security in accordance with Agency policy and legal requirements.
 - Maintain knowledge of program standards and policies developed by the agency, licensing and other governing bodies; develop personal and professional knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the art practices; participating in in-service programs
- **Travel:** Approximately up to 25% of travel required within Los Angeles and San Bernardino Counties to support ECM service delivery in office, community, and healthcare settings. 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).

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- **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:

- **Experience:**
 - One (1) year of supervisory or leadership experience.
- **Bilingual preferred.**
 - Ability to converse, write, and translate in English and 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.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving: A car, truck, forklift or other types of moving equipment.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Physical Activity					
Activity List the number of hours spent performing the activity.	Hours Per Day				
	NA	0-2	3-4	5-6	7-8
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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 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 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.

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