



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 **People & Culture** Division! Go to our job board to apply: [job](#)

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The Manager, Benefits & LOA job at a glance

General Summary

Under general direction, the Manager, Benefits and LOA provide leadership, oversight, and governance for Agency-wide leave of absence, ADA/FEHA accommodation, workers' compensation, and return-to-work programs. This role is responsible for ensuring consistent policy interpretation, compliance with federal and state regulations, and delivery of high-quality employee experience.

The Manager oversees the day-to-day work performed by the benefits team, establishes system and process standards, leads escalated decision-making, and partners closely with Key stakeholders in P&C and general leadership. This position is responsible for program design, policy development, audit controls, training, and continuous improvement initiatives that strengthen the overall effectiveness, compliance, and employee experience related to employee leave of absences, workers compensation and reasonable accommodations.

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.
 - **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 structure, this position will perform the following responsibilities:

Leaves of Absence (25%)

- Provides strategic leadership, oversight, and governance for the Agency's leave of absence programs, ensuring consistent interpretation and application of FMLA, CFRA, PDL, ADA/FEHA, PWFA, USERRA, HIPAA, and internal leave policies.

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- Oversees day-to-day leave administration performed by the team; provides senior-level consultation, clarification, and escalated decision-making for complex, sensitive, or high-risk cases.
- Establishes and maintains Agency-wide workflows, SOPs, quality standards, communication templates, and documentation protocols to support compliant and efficient leave administration.
- Owns governance of the leave management system; collaborates with HRIS on configuration improvements, data integrity checks, system auditing, and workflow optimization.
- Reviews escalated cases involving complex eligibility determinations, overlapping leave types, job protection concerns, recertification assessments, and potential misuse of leave.
- Monitors Agency-wide leave trends, caseload distribution, staffing needs, and operational metrics; provides recommendations to leadership to improve efficiency, consistency, and employee experience.
- Partners with Payroll, Safety, P&C Business Partners, and Employee Relations to ensure coordinated handling of pay, benefits, restrictions, and related employment actions.
- Leads the development and delivery of training for managers, supervisors, and P&C staff on leave policies, responsibilities, and compliance requirements, and best practices.

ADA/FEHA Accommodation Administration (25%)

- Provides leadership, oversight, and governance for the Agency's ADA/FEHA accommodation program, ensuring consistent compliance, equitable treatment, and timely progression of cases across all divisions.
- Oversees the evaluation of medical documentation, essential job functions, and accommodation options; provides senior-level guidance, consultation, and escalated decision-making on complex, sensitive, or high-risk accommodation requests.
- Establishes Agency-wide accommodation procedures, templates, documentation standards, tracking mechanisms, and follow-up protocols to ensure process integrity and legal compliance.
- Serves as a strategic advisor to supervisors, P&C partners, Employee Relations, and leadership on ADA/FEHA-related matters, including job restructuring, undue hardship assessments, medical restriction interpretation, and long-term disability implications.
- Collaborates with Safety, Facilities, IT, Employee Relations, and Program leadership to support implementation of ergonomic adjustments, workplace modifications, and return-to-work accommodations.
- Ensures proper documentation, case quality review, and compliance auditing across all ADA/FEHA cases; recommends corrective actions when inconsistencies or risks are identified.
- Provides oversight of transitional duty and return-to-work decisions, ensuring alignment with ADA, FEHA, workers' compensation requirements, and internal Agency policies.

Workers Compensation (15%)

- Provides strategic oversight and governance of the Agency's workers' compensation program, ensuring alignment with ADA/FEHA, leave laws, Agency processes, and risk-mitigation standards.
- Oversees coordination activities performed by the Leave & Disability team; provides consultation and escalated decision support for complex claims, medical restrictions, and return-to-work considerations.
- Establishes Agency-wide protocols for injury reporting, documentation requirements, communication standards, and supervisor guidance.
- Partners with the third-party administrator (TPA), Safety, and Agency leadership to clarify claim information, address case barriers, review trends, and ensure timely progression of claims.
- Provides oversight of modified duty and transitional work programs; advises leadership on placement decisions and compliance with ADA/FEHA and WC requirements.
- Ensures WC program data integrity, accuracy of system information, and compliance review of OSHA and safety reporting; supervises staff-generated entries for accuracy.
- Partners with Safety to identify injury trends, operational risks, and preventative strategies; participates in Safety Committee activities as a senior contributor.

Benefits & Wellness (10%)

- Evaluate and provide recommendations on benefits policies to ensure that programs are current, competitive and in compliance with legal, federal and state requirements.
- Manage plan audits and reconciliation of billing.
- Lead the wellness initiatives for the agency.
- Support process enhancements and automation where possible for efficiencies and best user experience.
- Collaborates closely with the Director of Total Rewards to implement benefits strategies, resolve employee inquiries, and ensure seamless delivery of services.
- Support activities such as Open Enrollment, Wellness Initiatives, Compliance Audits, Change Management, and 5500 filing.

Team Leadership & Operations (25%)

- In alignment with Director of Total Rewards, sets and drives KPIs for benefit specialist; provides coaching and development where necessary to ensure targets are met and are aligned appropriately with program and agency strategic goals.
- Manage workload, capacity, HR acumen and business alignment, while maintaining coverage and timely responsiveness including accurate benefits procedures.
- Drive continuous improvement and knowledge/capability grown through regular feedback, and development discussions. Drive accountability by addressing gaps appropriately as required.

Additional Agency-wide Projects That Could Be Assigned

- Designs and delivers training for supervisors, managers, P&C staff, and employees on LOA, ADA/FEHA, workers' compensation, and return-to-work responsibilities.
- Supports strategic planning for the Leave & Disability function, including resourcing needs, workload forecasting, system improvements, and long-term operational design.
- Prepares and analyzes reports and dashboards to identify trends, compliance risks, performance indicators, and opportunities for program improvement.
- Leads or participates in cross-functional projects and process improvement initiatives aimed at strengthening compliance, efficiency, and employee experience.

Contributes to policy development, implementation, and communication strategies.

Non-Essential Duties And Responsibilities

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

- Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget.
- Participate in departmental, agency and professional meetings and workgroups, as assigned.
- Completes other duties and projects as assigned.

Job Specifications

Minimum Required

- **Education: Bachelor's degree in Human Resources, Business Administration, or related field; OR an equivalent combination of education and progressively responsible experience in leave management, disability programs, workers' compensation, and P&C operations**
- **Experience:**
 - **Minimum of seven years of progressive experience in LOA, ADA/FEHA, and workers' compensation administration, with at least three years of advanced advisory, lead, or supervisory experience.**
 - **Experience designing workflows, training programs, or system configurations strongly preferred.**
- **Professional/Technical Certifications: n/a**
- **Technical Requirements:**

- Must have advanced knowledge of general office procedures and demonstrate excellent organizational and computer skills, specifically in Microsoft Word, Excel, PowerPoint and Outlook.
- Experience with HRIS and leave management systems. Experience with LeaveSource is plus.
- Ability to interpret and apply complex federal and state regulations.
- Strong analytical, organizational, and project management skills.
- **Bilingual Required:** n/a
- **Behavioral:**
 - Demonstrates advanced understanding of federal and state regulations related to leaves of absence, disability accommodation, workers' compensation, and benefits, and applies this knowledge in guiding Agency-wide practices.
 - Able to demonstrate effective listening, verbal, and written communication skills, with the ability to advise, influence, and collaborate with staff at all levels, including managers, senior leadership, and external partners.
 - Highly analytical and detail-oriented, with the ability to synthesize complex information, identify trends, and make sound recommendations that support compliance and operational effectiveness.
 - Demonstrated ability to manage multiple priorities, lead through change, and adapt effectively to a rapidly evolving work environment.
 - Able to complete projects under tight deadlines, even when faced with competing requirements and shifting priorities; demonstrates strong follow-through and accountability.
 - Displays strong decision-making skills; supports and explains reasoning for decisions; engages appropriate stakeholders; makes timely, well-informed judgments in complex or high-risk situations.
 - Displays the ability to plan, organize, and prioritize work activities; uses time efficiently; anticipates resource needs; sets goals and objectives; and develops actionable plans for the team and functional areas.
 - Respects and maintains the rights, confidentiality, and privacy of all staff.
 - Demonstrates collaborative teamwork, strong organizational skills, commitment to customer service, accurate work product, and effective problem-solving and critical thinking abilities.
 - Demonstrates regular, reliable, and predictable attendance to carry out essential functions and leadership responsibilities.
 - Shows flexibility, maturity of judgment, and the ability to work collegially across departments and with diverse stakeholder groups.
 - Exercises discretion and confidentiality; applies strong judgment; works independently; and takes initiative in identifying opportunities for improvement and resolving issues.
 - Adheres to confidentiality standards, including HIPAA and PHI requirements, in accordance with Agency policy and legal requirements.
 - Adheres to technological security standards in accordance with Agency policy and legal requirements.
- **Travel:** Minimal travel in CA 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:** Full time, typically M-F
 - **Work environment:** Working a hybrid work schedule combining remote work and in office work environment; ambient temperature and noises, indoors when in office.
 - **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,

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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:

- **MVR / DMV clearance** in accordance with CCRC's liability insurance provisions: For positions where driving is required.

Preferred

All minimum requirements above met, plus:

- **Professional/Technical Certifications: PHR or SPHR and CEBS certificates and accreditations preferred.**

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.

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.