



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 **Child Care Financial Assistance** Division! Go to our job board

to apply: [job board](#)

The Case Management Supervisor job at a glance

General Summary

Under general supervision, the Case Management Supervisor will be responsible for providing technical, administrative and program support while ensuring exemplary customer service is provided to parents, providers and community members who visit or call the agency. The supervisor will conduct performance appraisals, manage workflow and coach staff. The supervisor will make independent decisions relating to the completion of assigned tasks according to agency standards, policies and funding terms and conditions. The supervisor will also provide ongoing training, direction and supervision to maintain effective completion of assigned projects and to ensure staff capabilities. The supervisor acts as a liaison between various program departments collaborating with program supervisors, division supervisors, coordinators and/or managers. The supervisor collects activity statistics, prepares monthly reports, attends program, department and/or committee meetings, works on special projects as assigned and represents the Program Manager as needed.

Core Benefits!

- **Hybrid/Remote** 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 the team structure, provide supervision and leadership support to staff, which include the following responsibilities:

- Provide direct supervision and manage direct reports in a team environment that facilitates positive and collaborative interactions. 30%

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

- Coordinate scheduling and completion of the CalWORKS program enrollments of all qualified families ensuring required number of enrollments are conducted according to Title 5 regulations. 15%
- Will plan, organize, lead, coordinate, delegate, review, and appraise the workflow of specialists. 10%
- Delegating pre-defined tasks to staff, with clear instructions and expectations regarding procedure, policies, and program operations. Also, must follow up to ensure tasks were completed timely and accurately. 10%
- Ensure the proper maintenance of family case files by periodically reviewing work processed by case management staff and by utilizing established quality assurance file review methods. 10%
- Monitor CCRC's Eligibility List and coordinate income screenings, orientations and enrollments in the Alternative Payment program for qualifying families. 5%
- Monitor processing of documents received from parents and/or providers coming into the CSC. Monitor accurate and efficient data entry of all documents received into the CSC database to ensure items are logged, date stamped and forwarded to appropriate department(s). 5%
- Assist in solving customer service issues/complaints for families by phone or face-to-face by personally resolving the matter or delegating tasks to staff; following up as required. 5%
- Will plan, organize and facilitate team and individual meetings in order to disseminate information, establish and maintain team structure, and provide staff development. 5%
- Responsible for maintaining knowledge and understanding of Title 5, Funding Terms and Conditions, DPSS County Contract, and Agency Policy and responsible to ensure the consistent application of contract regulations throughout the team and department. 5%

Non-Essential Duties and Responsibilities

These duties include tasks that are required, but currently comprise less than 5% of the daily workflow for this job:

- May be required to oversee department operations in the absence of Program Manager.
- Conduct regular team meetings; Plan, organize, lead, coordinate, delegate, review, and appraise the work of the CSC staff.
- Train, or coordinate training of, new staff and provide re-training as needed for other staff in customer service and program procedures.
- Will develop goals for staff, monitor goal progress and prepare performance evaluations on assigned staff.
- Assume leadership role in making recommendations for enhancement and changes in department procedures and assist Program Manager with the development of department policies, department goals, and department/division outcomes.
- Participate and represent the agency in county and statewide meetings as assigned.
- Serve as Case Specialist for sensitive and/or confidential cases (Division 2 cases) and perform timely and compliant certifications for the families assigned.
- Will prepare written reports/presentations outlining team outcomes.
- Will be responsible for interviewing, candidate selection, training, staff coaching, counseling and discipline, as well as termination (as needed).
- Develop and maintain cooperative and collaborative relationships with staff and management from other departments for complaint resolution, problem solving, and quality improvement issues. Field difficult calls and visitors.
- All other duties that may be required, as part of the essential functions of the job, as assigned.

Job Specifications

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

Education/Experience:

- Two years equivalent work experience in a supervisory or leadership role or any combination of education and experience which would enable the candidate to successfully perform the functions of the position. Bachelor's Degree preferred.
- Experience in case management; preferably in a social services environment. Knowledge of CalWORKs preferred and experience working with families and children at risk of abuse or neglect is a plus.

Knowledge:

- Knowledge of GAIN, Cal WORKS, Child Care Financial Assistance programs, Resource & Referral programs and other programs, with emphasis in childcare issues and an understanding of 'funding terms and conditions' of subsidized child care programs is highly desirable.

Skills:

- Excellent interpersonal, verbal and written communication skills and ability to work with the public. Ability to honor confidentiality.
- Strong computer skills are essential due to the frequent use of computer programs to perform daily duties. Intermediate to advanced level of proficiency in Windows, Excel, Access, and Word required.
- Demonstrated leadership skills, organizational and communication skills; ability to successfully interface with all levels of staff.
- Must work well both individually and as part of a team and be able to complete projects under tight deadlines, even with competing requirements.
- Ability to delegate and direct the work of others to ensure high levels of customer satisfaction, timely workflow processes and program compliance.
- Ability to maintain cooperative, diplomatic working relationships with department/division supervisors, subordinates, and the public.
- Ability to communicate clearly and effectively; both verbally and in writing to ensure the intended message is relayed clearly, timely and professionally.
- Must be flexible, innovative, and able to adapt to changing needs of department, division, and agency.

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	1-2	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.	☒	☐	☐	☐	☐
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.	☐	☒	☐	☐	☐

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	1-2	3-4	5-6	7-8
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: 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.	☐	☒	☐	☐	☐
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

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.

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