



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 **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 minimal supervision, the Case Management Supervisor oversees technical, administrative and program support while ensuring exemplary customer service is provided to parents, providers and program participants. This role is responsible for managing staff performance, workflow and development through coaching, training and performance evaluations. The Case Management Supervisor exercises independent judgment in completing assigned tasks in alignment with agency policies, standards, and funding requirements. Additionally, the Case Management Supervisor works with various program departments, serving as a liaison between teams, collecting and analyzing activity data, preparing reports, attending meetings, and handling special projects. This position also represents the Program Manager 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.
 - **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:

Direct Supervision & Leadership 80%

- Provide direct supervision and manage direct reports in a professional environment that facilitates positive and effective interactions.

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- Coordinate scheduling and completion of program enrollments (i.e. CalWORKs, Alternative Payment Program, FCCHEN, etc.) of all qualified families ensuring required number of enrollments are conducted according to Title 5 regulations.
- Train, or coordinate training of, new staff and provide re-training as needed for other staff in customer service and program procedures; ensure staff have opportunities to shadow and learn the material.
- Review and document trainee's competencies, error rates, and benchmark progression/completion of monthly or required more frequent basis following the prescribed protocol of the trainee program:
 - Review error rate to ensure direct supervisors are consistent in the evaluation of error rates and reports findings to manager.
 - Collaborates with Quality Assurance Team to ensure assessment of the trainees is in alignment with audit protocols.
- Plan, organize, lead, coordinate, delegate, review, and appraise the workflow of staff.
- 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.
- Responsible for interviewing, candidate selection, training, staff coaching, counseling and discipline, as well as termination (as needed).

Document Processing & Data Entry 20%

- 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.
- Serve as Case Specialist for confidential cases (Division 2 cases) and perform timely and compliant certifications for the families assigned.
- Monitor CCRC's Eligibility List and coordinate income screenings, orientations and enrollments in the Alternative Payment program for qualifying participants.
- Monitor processing of documents received from parents and/or providers coming into the CSC. Monitor for 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).
- 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. Develop and maintain professional working relationships with staff and management from other departments for complaint resolution, problem solving, and quality improvement issues.
- Plan, organize and facilitate team and individual meetings in order to disseminate information, establish and maintain team structure, and provide staff development.
- 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.
- In partnership with Department Manager, review cases for distribution to trainees to ensure allocated cases are appropriate for a trainee position (e.g. minimal backlog, minimal complexity, etc.).

Non-Essential Duties and Responsibilities

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

- 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.
- Prepare written reports/presentations outlining team outcomes.
- Provides feedback on trainer performance and training resources.

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- All other duties that may be required, as part of the essential functions of the job, as assigned.

Job Specifications

Minimum Required

- **Education & Experience:**
 - High School Diploma with 7 years of industry experience, including 1 year in a leadership role or
 - Associate's degree with 5 years of industry experience, including 1 year in a leadership role or
 - Bachelor's degree with 3 years of industry experience, including 1 year in a leadership role or
 - An equivalent combination of education and experience that supports successful performance in the role
 - Experience in case management required.
- **Professional/Technical Certifications:** N/A
- **Technical Requirements:**
 - Demonstrated 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.
- **Bilingual Required:** N/A
- **Behavioral:**
 - Ability to delegate and direct the work of others to ensure high levels of customer satisfaction, timely workflow processes and program compliance.
 - Ability to communicate clearly and effectively; both verbally and in writing to ensure the intended message is relayed clearly, timely and professionally.
 - Must be adaptable and able to respond to changing needs of department, division, and agency.
 - Cooperative work, effective Organization skills and Customer Service; collaborative work, accurate work product, effective problem-solving skills and critical thinking.
 - 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.
 - Show ability to have flexibility, maturity of judgment, and ability to work collegially.
 - Ability to exercise discretion, confidentiality, apply good judgment in making decisions, work independently and take initiatives.
 - 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.
- **Travel:** This position requires 10% travel. Travel may include driving to other CCRC offices for training, conferences, coverage or events. 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:** This position is full time hybrid schedule; may work a non-traditional schedule (i.e., weeknights and weekends) as needed.
- **Work environment:** Office work environment; ambient temperature, moderate noise levels, indoor.
- **Background & Health Clearance Requirements:** Background requirements determined according to the requirements of the program(s) which the position will be supporting. 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)
- **Credit & Bankruptcy Check:** For positions with fiscal responsibility (roles with authority over financial transactions), a credit and bankruptcy check will be conducted to assess financial responsibility in alignment with agency standards and applicable laws, including the federal Fair Credit Reporting Act (15 U.S.C. 1681 et seq.) and California Labor Code restrictions on credit reports (Labor Code 1025.5.)

Preferred:

All minimum requirements above met, plus:

- **Education:** Associate/Bachelors preferred.
- **Experience:**
 - Experience in public assistance programs is preferred. Experience working with case management and protective services is a plus.
 - Knowledge of state assistance programs, financial assistance programs, Resource & Referral programs and other programs, with emphasis in childcare issues and an understanding of 'program requirements' of state-supported child care programs is highly desirable.

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 checked="" type="checkbox"/>	<input 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"/>

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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
Driving: A car, truck, forklift or other types of moving equipment.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grasping: Applying pressure to an object with the fingers.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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)

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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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