



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 Lead Case Specialist job at a glance

General Summary

Under general supervision, Lead Case Specialist will be responsible for maintaining caseload and work overload for vacant positions within the Case Management Department. Will perform various job functions assigned by the Program Supervisor and/or the Case Management Team. Ability to make independent decisions related to compliant of assigned task according to agency standards and program regulation.

Core Benefits!

- **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, including 3 different Blue Shield HMOs, and a PPO, and Dental HMO or PPO
- **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 case management services to families enrolled in subsidized child care programs, which include the following responsibilities:

- Receive and process documentation submitted by families and child care providers, in a timely manner and according to program regulations and guidelines. 20%

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- Conduct face-to-face meetings, both scheduled and by walk-in, with families and child care providers in order to receive and process documentation and/or discuss changes in the family's case. 15%
- Review family cases and request appropriate documentation to maintain family eligibility and program compliance. 10%
- Certify and re-certify families within specified timeframes, including families with special circumstances, such as CPS. 10%
- Develop and maintain accurate, legible and complete written records of families' program activity. 10%
- Ensure the proper maintenance of family case files through properly reviewing, updating and filing information and documentation provided by the family. 10%
- Responsible for maintaining knowledge of DPSS Contract, Title V, Funding Terms and Conditions, and Agency Policy. 5%
- Provide eligibility tracking (e.g., student parents, variable work schedule and self-employed parents, CPS parents, terminating families, families in local/state appeals, siblings on waiting lists, CalWORKS participants). 5%
- Complete case management tasks to ensure that child care contracting is completed in an accurate and timely fashion. 5%
- Provide support and technical assistance, as needed, to parents and providers, regarding child care options and locating and accessing community resources. 5%
- Develop and maintain knowledge of program regulations, guidelines and funding terms and conditions necessary for performance of responsibilities. 5%

Non-Essential Duties And Responsibilities

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

- Participate in departmental, agency and professional meetings and workgroups, as assigned.
- Assist Case Management Department Manager in developing policies and procedures to meet County, State, and Federal program requirements and agency goals.
- Enroll new families qualifying for subsidized childcare.
- Delegate pre-defined tasks to program support staff, with clear instructions and expectations regarding procedures and policies of program operations. Review delegated work, checking on target dates and progress of tasks, and authorize requested actions to parents and providers (e.g., Notices of Action).
- Work together with staff from other agencies, including Department of Children and Family Services, for the benefit of participating families.

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

Job Specifications

- Associate's Degree in the field of Psychology, Sociology, Child Development, Social Work, Human Services, Family Studies, or related field (as approved) or 2 years equivalent related work experience. Bachelor's Degree preferred.
- Strong interpersonal skills; the ability to honor confidentiality, and work sensitively and supportively with participating families.
- Ability to make independent decisions, within parameters assigned by program supervisor and within the scope of the job description, based on information at hand and established Case Management Department guidelines.
- Demonstrated proficiency and experience with Windows-based programs and data entry.
- Ability to complete projects under tight deadlines even when there are competing requirements and changes in assignments.
- Strong organizational skills and the ability to complete projects under tight deadlines, even when there are competing requirements and changes in assignments.
- Ability to delegate and direct the work of others to ensure timely workflow processes and program compliance.
- Experience working with families and children at risk of abuse or neglect, a plus.
- Ability to converse, write and/or translate in Spanish or Armenian preferred.
- Valid California Driver's License, reliable vehicle, automobile insurance and a clean driving record required.
- Ability to maintain cooperative, diplomatic working relationships with co-workers, supervisors, managers, and the public to work as part of a team and collaborate with colleagues.

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.	☒	☐	☐	☐	☐
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.	☒	☐	☐	☐	☐

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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
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.	☐	☒	☐	☐	☐
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.

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