**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 Specialist Trainee job at a glance

## General Summary

**General Summary:**
Under general supervision, the Case Specialist Trainee receives on-the job training provided by their leadership team and is expected to demonstrate competency by successfully completing all requirements outlined in the Case Management Specialist Trainee Program Acknowledgement. Case Specialist Trainees are required to work onsite at their assigned office and must successfully pass both written and practicum exams to validate and demonstrate their skillset to perform the full range of duties of the Case Specialist I position.

A current CCRC employee who transfers or promotes into the Case Specialist Trainee role will remain designated as a regular staff member throughout the participation in the Trainee program. The trainee assignment has an established duration of 12 weeks, or 60 working days. During the duration of the program time off requests specifically for vacation, whether paid or unpaid, will not be approved. Other forms of time off, such as sick, jury duty, leave of absence, etc. will be granted in accordance with policy. Upon successful completion of the Trainee Program, the employee may apply for promotion to the Case Specialist I position.

During participation in the Trainee Program, Case Specialist Trainees are not eligible for consideration or movement into other CCRC positions until they have successfully completed the program, promoted to the Case Specialist I position, and meet all other internal CCRC guidelines for promotion or transfer opportunities.

The Case Specialist I will perform all duties associated with operations of the Subsidized Child Care Program such as parent orientations, screenings,

## 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.
    - **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!

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certification/recertification, data entry and maintaining accurate case files. Depending upon which specific team the Case Specialist is placed upon, the team's work may focus on a specified area of Case Management, such as intake or on-going case maintenance.

# The Details of the Job:

## Essential Duties and Responsibilities

Within a team structure, Case Specialist Trainees are expected to meet all requirements outlined within the Case Management Training Plan and provide case management services to families enrolled in subsidized child care programs, which include the following responsibilities:

**Case Processing (70%):**

Complete case management tasks to ensure that child care contracting is completed in an accurate and timely fashion, including:

- Using the Universal Application, provide assistance to program participants regarding child care options and available resources.
- Enroll families qualifying for subsidized child care.
- Receive and process documentation submitted by families and child care providers, in a timely manner and according to program regulations and guidelines.
- Review family cases and request appropriate documentation to maintain family eligibility and program compliance.
- Ensure the proper maintenance of family case files through properly reviewing, updating, and filing information and documentation provided by the family.
- Process initial approval (certify) and annually renew it (recertify) for families within specified timeframe; including families from eligibility list, families with special circumstances such as CPS and DCFS, inter-agency cases and provide assistance to CalWORKs participants transitioning from Stage 1 to Stage 2.
- Develop and maintain accurate, legible, and complete written records of families' program activity.
- Maintain knowledge necessary for performance of job responsibilities, which can include Title V, Funding Terms and Conditions, Stage 1 contract, CCFA, and guidelines and policies of CCRC programs.

**Client Interaction and Support (20%)**

- Conduct face-to-face or virtual meetings, orientations, both scheduled and by walk-in, with families and child care providers to receive and process documentation and/or discuss changes in the family's case and complete/ review family needs assessment inclusive of developmental screenings.
- Work together with staff from other agencies, including Department of Children and Family Services, for the benefit of participating families.

**Data Entry / Documentation Maintenance (10%):**

- Review program files to ensure cases are compliant and adhere to internal accountability standards of less than 10% error ratio/ more than 90% compliance rate.
- Provide eligibility, need, and appeals tracking according to current regulations, policies, and procedures.
- Maintain CCRC's eligibility list which consists of phone calls, face-to-face or virtual meetings, and data entry.

## Non-Essential Duties And Responsibilities

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

- Participate in departmental, agency and professional meetings and workgroups, as assigned.

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- Submit reports as assigned.
- Assist Case Management Department Manager in developing policies and procedures to meet County, State, and Federal program requirements, and agency goals.
- 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 or equivalent required and 2 years of equivalent related work experience (experience in Child Development, Social Work, Psychology, Human Services, Family Studies, or related field); or**
  - **Associate's degree in the field of Psychology, Sociology, Child Development, Social Work, Human Services, Family Studies, or related field (as approved)**
- **Technical Requirements**:
  - Demonstrated proficiency and experience with Windows-based programs and data entry.
- **Behavioral:**
  - Professional communication skills; ability to maintain confidentiality and work effectively with program participants.
  - Develop and maintain knowledge of program regulations, guidelines and funding terms and conditions necessary for performance of responsibilities.
  - Strong organizational skills and the ability to complete projects under tight deadlines, even when there are competing requirements and changes in assignments.
  - Ability to maintain all assigned workflow and a high-level of customer satisfaction in a fast-paced working environment.
  - Cooperative work, effective Organization skills and Customer Service; collaborative teamwork, accurate work product, strong problem-solving skills, and effective 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.
- **Work Schedule**: This position is 5 days onsite. Ability to work a regular, full-time schedule. Overtime may be required.
- **Travel**: Occasional travel/business related driving required for all staff, large divisional events, and specified meetings. 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 Environment**: General office environment. May be required to work late shift until 7 pm on Mondays on a rotating basis.
  - **Case Specialist Trainee**: no hybrid work, must work 5 days onsite.
  - **Case Specialist I**: hybrid, in office 3-4 days per week
  - **Case Specialist II**: hybrid, in office 3-4 days per week

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- **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: Bachelor's degree**
- **Experience: Experience working with families and children at risk of abuse or neglect**
- **Bilingual preferred**. Ability to converse, write and/or translate in English and Armenian / Spanish to convey program information in the native language of the family.

## 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**<br>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. | ☐ | ☒ | ☐ | ☐ | ☐ |

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| *Physical Activity* | | | | | |
|---|---|---|---|---|---|
| **Activity**<br>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. | ☐ | ☒ | ☐ | ☐ | ☐ |
| **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 (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. | ☐ | ☒ | ☐ | ☐ | ☐ |
| **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. | ☒ | ☐ | ☐ | ☐ | ☐ |
| **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. | ☒ | ☐ | ☐ | ☐ | ☐ |
| **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)

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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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