



## 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 Specialist Trainee job at a glance

### General Summary

Under general supervision, **Case Specialist Trainee** will be required to successfully pass an extensive training program that will prepare them to work independently and perform all functions of the Case Specialist I position. Upon successful completion of the Training Program, the Case Specialist Trainee will promote to a Case Specialist I position. Due to the nature of the Training Program, Training Program participants are not eligible for consideration or movement into other positions at CCRC until successfully completing the Training Program. Training will cover all aspects of assisting parents participating in California subsidized child care programs (including CalWORKS Stage 1, CalWORKS Stage 2, CalWORKS Stage 3, and Alternative Payment) with child care needs. Depending on performance, the training program is expected to be completed within 6 to 9 months following the start of training. Trainees must work in the office. As an employee progresses through the Case Specialist hierarchy, remote work may become available.

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

### Core Benefits!

- **Hybrid** position!
  - This position works 1-4 days within our office and remotely the other days anywhere within 100 miles of one of our offices in Chatsworth, Palmdale, Victorville, or San Bernardino, CA. Position is fully remote until scheduled to assume hybrid rotation.
- **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 1<sup>st</sup> 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**
- Opportunity for **promotional** career pathing through the Case Specialist Hierarchy
- **501(c) (3) designation**-You can apply for Public Service Loan Forgiveness!

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## The Details of the Job:

### Essential Duties And Responsibilities

Within the team structure, Case Specialist Trainees are expected to meet all benchmarks outlined within the Training Program 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 and support to parents and providers, regarding child care options, and locating and accessing community resources.
- Enroll families qualifying for subsidized childcare.
- 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, CDE, 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 childcare providers in order 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.
- 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 degree in the field of Psychology, Sociology, Child Development, Social Work, Human Services, Family Studies, or related field (as approved)
- **Technical Requirements** - List specifics:
  - Demonstrated proficiency and experience with Windows-based programs and data entry.
- **Behavioral:**
  - Strong interpersonal skills: the ability to honor confidentiality, and work sensitively and supportively with participating families.
  - Develop and maintain knowledge of program regulations, guidelines and funding terms and conditions necessary for performance of responsibilities.
  - Flexibility, maturity of judgment and ability to work collegially
  - 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 cooperative, diplomatic working relationships with co-workers, supervisors, and the public to work as part of a team and collaborate with colleagues.
  - Ability to maintain all assigned workflow and a high level of customer satisfaction in a fast-paced working environment.
- **Work Schedule:** Ability to work a regular, full-time schedule. Overtime may be required.
- **Work environment:** Ability to work in a team-oriented, general office environment. May be required to work late shift until 7 pm on Mondays on a rotating basis
  - **Case Specialist Trainee:** no remote work, must work in the office
  - **Case Specialist I:** hybrid of remote and office work or fully in-office, depending upon business need
  - **Case Specialist II:** hybrid or fully remote / in-office, depending upon business need
- **Background & Health Clearance Requirements:** n/a

### 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 in order 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                      |
| <b>Balancing:</b> 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"/> |

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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                                 |
| <b>Climbing:</b> 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"/>            |
| <b>Crawling:</b> Moving about on hands and knees.                                                                                                                                                                                                                                                              | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| <b>Crouching:</b> 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"/>            |
| <b>Driving:</b> A car, truck, forklift or other types of moving equipment.                                                                                                                                                                                                                                     | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| <b>Feeling:</b> Perceiving attributes of an object, such as its size, shape, temperature or texture by touching with skin, particularly that of the fingertips.                                                                                                                                                | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| <b>Grasping:</b> Applying pressure to an object with the fingers.                                                                                                                                                                                                                                              | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| <b>Hearing:</b> 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"/> |
| <b>Kneeling:</b> Bending legs at the knee to rest the body on the knee or knees.                                                                                                                                                                                                                               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| <b>Lifting (Light):</b> Raising objects from a lower to a higher location / moving objects horizontally from one location to another. <b>Lifting up to 30lb</b> objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.                   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| <b>Lifting (Med):</b> Raising objects from a lower to a higher location / moving objects horizontally from one location to another. <b>Lifting 30lb – 50lb</b> 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"/>            |
| <b>Lifting (Heavy):</b> Raising objects from a lower to a higher location / moving objects horizontally from one location to another. <b>Lifting 50lb+</b> 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"/>            |
| <b>Pulling:</b> Using upper extremities to exert force to draw, haul or lug objects in a sustained motion.                                                                                                                                                                                                     | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| <b>Pushing:</b> Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.                                                                                                                                                                          | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| <b>Reaching:</b> 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"/>            |
| <b>Repetitive motions:</b> 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"/> |
| <b>Sitting:</b> Particularly for long periods of time.                                                                                                                                                                                                                                                         | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| <b>Standing:</b> 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"/>            |
| <b>Stooping:</b> 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"/>            |
| <b>Talking:</b> 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"/> |
| <b>Twisting:</b> Turning from right to left at the waist.                                                                                                                                                                                                                                                      | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| <b>Viewing:</b> 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"/> |
| <b>Walking:</b> Moving about on feet to accomplish tasks.                                                                                                                                                                                                                                                      | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |

## Notices

### Equal Opportunity Employer/Protected Veterans/Individuals with Disabilities

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](mailto:Recruiting@ccrcca.org).

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