



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 Family Well Being Division! Go to our job board to apply: [job](#)

[board](#)

The CCFA Lead job at a glance

General Summary

Under minimal supervision, the Lead will be responsible for monitoring the workflow of the team and work overload for vacant positions. The lead will perform various job functions assigned by the Supervisor and make independent decisions related to compliance as required by agency standards and program regulations. Depending upon which specific Case Management team the lead is placed upon, the team's work may focus on a specified area of Case Management, such as authorization, intake, or case maintenance for families or providers

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, the Lead will monitor workflow and provide support to families and providers enrolled in subsidized child care programs, which include the following responsibilities:

Child Care Financial Assistance (CCFA) Program Processing (60%)

- Receive and process documentation submitted by families, child care providers, and co-workers in a timely manner and according to program, Agency, and state regulations and guidelines.

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- Process and maintain CCFA documents at greater than 90% compliance / less than 10% error rate per grant
- Ensure the proper maintenance of documents through properly reviewing, updating and filing information and program documentation submitted by families and providers
- Approve or terminate child care and communicate with relevant parties by notifying over the phone and by mail.
- Monitor data entry to ensure accuracy, may include accuracy of child care schedules, notes, rates, family and provider information, and any other information present on CCFA program documentation.
- Conduct in-person meetings as needed, both scheduled and appointment-based, with program participants in order to receive and process documentation and/or discuss changes in the family's case.
- Research and follow-up on questions related to authorization errors, data discrepancies, and payment discrepancies.
- Responsible for maintaining knowledge of DPSS Contract, Title V, Funding Terms and Conditions, Agency Policy, guidelines and regulations for various CCRC programs, necessary for performance of job responsibilities.
- Provide assistance to participants related to program guidelines, forms, and available resources and child care while documenting case notes into the appropriate databases as needed.
- Team Specific Tasks Assigned to Support CCFA Program Processing:
 - Trainee Support
 - Mentor and guide Trainees to learn CCFA program processing.
 - Support supervisor in observing Trainee application of CCFA processes to meet benchmarks.
 - Family Enrollment and On-going Case Management Teams
 - Process enrollment for qualified program participants
 - Responsible for mail processing to include the processing of returned mail.
 - Certify and re-certify families within specified timeframes.
 - Track eligibility status for program participants (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).
 - Provider Enrollment and On-going Maintenance Teams
 - Complete the Trustline application process per agency and state requirements.
 - Ensure tracking of provider red flag report.
 - Support Provider Portal.
 - Issue and replace provider pay cards, as needed.
 - Monitor CCL closure notifications from R&R to ensure processes are being followed.

Workflow Delegation, Reporting and Monitoring Support (40%)

Provide supervisory support and in partnership with Supervisor delegate and monitor team workflow:

- Delegate pre-defined tasks (workflow) to specialists, 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 as needed.
- Monitor team workflow, research and analyze problems, concerns, and needs. Meet with Supervisor to develop recommendations for problem resolution and changes to systems, procedures, and processes to meet with workflow performance expectations.
- Develop and maintain accurate, legible and complete written records of families' and providers' program activity.
- Support the supervisor with reviewing program files to ensure cases are compliant and adhere to internal accountability standards
- Provide team support and guidance for work processing
- Provide support and technical assistance with escalated situations; escalate to supervisor as needed
- Assist Supervisor and Manager in implementing policies and procedures to meet state and federal program requirements and agency goals

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 Department Manager in developing policies and procedures to meet County, State, and Federal program requirements and agency goals.
- Work together with staff from other agencies, including Department of Children and Family Services, for the benefit of participating families.
- Responsible for maintaining knowledge of DPSS Contract, Title V, Funding Terms and Conditions, and Agency Policy.
- Develop and maintain knowledge of program regulations, guidelines and funding terms and conditions necessary for performance of responsibilities.
- All other duties that may be required, as part of the essential functions of the job, as assigned.

Job Specifications

Minimum Required

- **Education and Experience:**
 - High School diploma or equivalent required and 3 years of related industry experience; or
 - Associates Degree with 2 years of industry experience; or
 - Bachelor's Degree with 1 year of industry experience; or
 - An equivalent combination of education and experience that supports successful performance in the role
- **Professional/Technical Certifications:** n/a
- **Technical Requirements:** Demonstrated proficiency and experience with Windows based programs and data entry
- **Bilingual Required:** n/a
- **Behavioral:**
 - Ability to delegate tasks and provide direction to ensure timely workflows and adherence to program requirements.
 - Demonstrated ability to manage assigned tasks effectively while maintaining high customer satisfaction in a fast-paced 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.
- **Travel:** Some travel/business related driving required; 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:** Hybrid. Ability to work a regular, full time schedule; overtime may be required as needed. Late shift schedule until 7 pm one Monday a month required.
- **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:

- **Experience:**
 - **Experience working in case management highly preferred.**
 - **Experience working with families and children in protective services cases**
- **Bilingual preferred.** Ability to converse, read, write and/or translate in English and Armenian / Spanish

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.	☐	☒	☐	☐	☐

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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
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.	☐	☒	☐	☐	☐
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

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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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