

**Job Title:** Director of Culture and Experience

**Department:** Office Personnel

**Reports To:** Executive Director

**Directly Supervises:**

- Human Resources Manager
- Office Manager
- PRN Janitorial Staff

**FLSA Status:** Exempt, Salaried

**Work Location:** Office (209 E Market St, Warrensburg MO)

**Work Schedule:** Full-time, standard business hours with flexibility as needed

### **Position Summary**

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The Director of Culture & Experience (DC&E) is responsible for creating and sustaining a workplace culture where employees at all levels feel valued, connected, and supported. This role combines strategic culture leadership with hands-on program execution, ensuring Abilities, LLC's values are embedded throughout the employee experience.

The DC&E supervises Human Resources, the Office Manager, and PRN Janitorial Staff, while directly managing all employee recognition programs, major agency events, internal communications, and culture initiatives. This role tracks culture data, identifies trends, addresses employee concerns, and partners with leadership to continuously improve the staff experience.

Success in this role requires strong organizational skills, creative problem-solving, genuine empathy, and the ability to execute consistently while thinking strategically about long-term culture goals. The DC&E ensures the office is professional and welcoming, staff feel recognized and appreciated, managers have the tools to build positive team cultures, and the agency is positioned as an employer of choice in the community.

### **Position Purpose**

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The Director of Culture & Experience (DC&E) is responsible for designing, implementing, executing, and sustaining Abilities, LLC's employee culture, staff experience, recognition systems, internal engagement, and workplace environment, while also providing direct supervisory oversight of Human Resources, the Office Manager, and PRN Janitorial staff. This role ensures that Abilities, LLC's values, Integrity, Community, and Empathy, are embedded not only in recognition and engagement initiatives, but also in how internal systems operate, how staff are supported, how the office functions, and how the agency presents itself internally and externally.

The Director of Culture & Experience is a hands-on operational leadership role with direct responsibility for execution, follow-through, documentation, and measurable outcomes.

## Requirements & Qualifications

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### Experience & Education

- Demonstrated leadership experience in culture, employee engagement, HR-adjacent, or operational roles (minimum 3-5 years preferred)
- Experience supervising professional staff
- Strong organizational, communication, and systems-thinking skills
- Experience tracking data, creating reports, and identifying trends

### Computer & Technical Skills

- Proficiency with Canva, Monday.com, BambooHR, Google Workspace (Sheets, Docs, Forms, Slides), and social media platforms
- Ability to learn and use employee engagement platforms (WorkTango)
- Comfortable with data entry, spreadsheet management, and basic reporting
- Ability to create graphics, presentations, and communications materials

### Personal Attributes

- High emotional intelligence and ability to connect with people authentically
- Strong empathy and active listening skills
- Detail-oriented with excellent follow-through
- Creative problem-solver who can work independently
- Professional demeanor and ability to maintain confidentiality
- Commitment to diversity, equity, inclusion, and belonging
- Flexibility to work occasional evenings/weekends for events

### Physical Requirements

- Ability to work standard business hours with flexibility as needed
- Regular local travel to ISLs and event venues
- Ability to lift and transport event supplies up to 25 lbs
- Prolonged periods working at a computer
- Valid driver's license and reliable transportation

### Role Authority & Scope

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#### What the Director of Culture & Experience IS Authorized to Do:

- Supervise, direct, and evaluate the Human Resources Manager, Office Manager, and PRN Janitorial Staff
- Set expectations, priorities, workflows, and timelines for these three direct reports
- Make decisions about culture program content, activities, themes, and execution (within approved budgets)
- Ensure culture, recognition, HR workflows, and office operations function consistently and professionally
- Review trends related to employee experience, morale, turnover, grievances, and engagement

- Provide guidance, feedback, and constructive criticism to all employees and departments—from the Executive Director to Direct Support Professionals—regarding culture, recognition, values alignment, morale, training effectiveness, and staff experience
- Offer observations and recommendations to any department or leader about how decisions, processes, or behaviors impact employee experience, retention, and culture
- Advocate for employees by bringing morale concerns, culture gaps, and experience issues to leadership for improvement
- Escalate legal, regulatory, financial, or high-risk personnel matters to the Executive Director

**What the Director of Culture & Experience IS NOT Authorized to Do:**

- Override the Executive Director's decisions or authority
- Interpret employment law or handle HR matters (FMLA, benefits, accommodations, investigations, etc.)
- Approve or change employee pay, benefits, or employment terms
- Assume Finance Department responsibilities (budgeting, accounting, payroll)
- Authorize spending beyond approved culture program budgets
- Make clinical, nursing, or individual care decisions
- Make operational, clinical, or departmental decisions outside the culture and employee experience scope

**Culture Feedback Authority**

The DC&E is expected to provide honest, direct feedback across the entire organization to improve culture, morale, retention, and employee experience. This includes:

- Offering constructive criticism to any employee or leader when behaviors, communication, or decisions negatively impact culture or morale
- Providing guidance to managers and departments on how to improve staff experience, recognition, and engagement
- Recommending changes to processes, training, or practices that affect employee longevity and satisfaction
- Speaking up when agency values (Integrity, Community, Empathy) are not being lived or modeled
- Bringing concerns about poor leadership, low morale, or negative culture patterns to the Executive Director

**Escalation Pathway**

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**Escalation Pathway**

The Director of Culture & Experience is expected to escalate concerns appropriately and in a timely manner. Failure to escalate when required is a performance and accountability issue.

**Step 1: Executive Director**

- The DC&E reports directly to the Executive Director
- All concerns, barriers, and decisions requiring approval beyond the DC&E's authority must be escalated to the Executive Director first
- The Executive Director is the primary point of contact for guidance, direction, and decision-making support

**Step 2: If the Executive Director is unavailable**

- The DC&E is authorized to act as the Executive Director in the ED's absence
- The DC&E should consult and collaborate with other senior administrative positions:
  - Finance Director
  - Assistant Director
- These leaders are expected to consult and collaborate with the DC&E when making decisions in the Executive Director's absence
- Document all decisions made and actions taken in the Executive Director's absence
- Inform the Executive Director of all significant decisions upon their return

**Step 3: If the concern involves legal, regulatory, or compliance risk and the Executive Director is unavailable**

- The DC&E is authorized to contact the agency's attorney directly for guidance
- Document the concern and all actions taken immediately
- Notify the Executive Director as soon as they are available

**Situations Requiring Immediate Escalation to the Executive Director**

The DC&E must notify the Executive Director of the following situations immediately (within 24 hours or same-day for urgent matters):

- **Serious interpersonal conflicts:** Threats, violence, harassment, discrimination
- **Threats of resignation:** Key staff or multiple staff members threatening to leave
- **Allegations of abuse, neglect, or exploitation:** Any concern involving individuals served or vulnerable populations
- **Financial irregularities:** Suspected theft, fraud, misuse of funds, or financial misconduct
- **Media inquiries or public relations issues:** Any contact from media, lawyers, or external parties requiring agency response
- **Serious morale or culture breakdowns:** Patterns indicating systemic culture failures, widespread staff dissatisfaction, or organizational dysfunction that may cause immediate harm to the agency

**Situations Requiring Referral to HR Manager:**

The DC&E should refer the following concerns to the HR Manager (may also inform Executive Director depending on severity):

- Employee discipline or corrective action needs (outside the DC&E's direct reports)
- Policy interpretation or enforcement questions

- FMLA requests, ADA accommodations, or benefits questions
- Confidential employee matters involving personnel files or sensitive documentation
- Background check issues or compliance documentation concerns
- Unemployment claims, workers' compensation, or employment-related legal matters

**Situations Requiring Referral to Finance Director:**

The DC&E should refer the following concerns to the Finance Director:

- Budget questions beyond approved culture program budgets
- Payroll errors or employee pay concerns
- Questions about financial policies or procedures
- Receipt or purchasing compliance questions
- Requests for budget increases or reallocation

**Open-Door Reporting**

The DC&E has the right to escalate concerns directly to the Executive Director at any time, even if the concern involves one of the DC&E's direct reports or another department. The DC&E should never remain silent about concerns.

**Supervisory Responsibilities**

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**Human Resources Manager**

The Director of Culture & Experience directly supervises the Human Resources Manager, who retains full responsibility for technical HR execution and compliance. The Director of Culture & Experience is responsible for:

1. Setting workload priorities, timelines, and expectations for HR
2. Ensuring HR processes are timely, consistent, clearly communicated, and values-aligned
3. Reviewing workforce trends (turnover, grievances, exit interviews, discipline patterns)
4. Elevating systemic concerns or risks to the Executive Director
5. Ensuring HR maintains clear boundaries and does not absorb operational or administrative tasks belonging to other roles

**Office Manager**

The Director of Culture & Experience supervises the Office Manager, who is responsible for daily office operations, front desk management, scheduling, supplies, mail, and administrative support. The Director of Culture & Experience is responsible for:

- Setting clear expectations and priorities for office operations
- Ensuring the office environment is professional, orderly, secure, and visitor-ready
- Monitoring follow-through on administrative tasks and system use (Monday.com, WhenToWork)
- Coordinating office logistics for culture events and recognition programs

- Providing feedback and accountability when standards are not met

### **PRN Janitorial Staff**

The Director of Culture & Experience directly supervises PRN Janitorial Staff and is responsible for:

- Establishing clear cleaning expectations (frequency, areas, depth, products)
- Creating and maintaining written task lists and checklists
- Coordinating schedules, access, and supplies
- Conducting walkthroughs to verify standards are met
- Providing direct feedback and corrective guidance when expectations are not met
- Escalating unresolved or repeated issues when necessary

## **Strategic Responsibilities**

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### **S1. Annual Culture Planning & Program Evaluation**

**Role Focus:** Review what's working, identify gaps, and set culture priorities for the year.

#### **Responsibilities:**

1. By November 30th each year, create a simple Culture Priorities Document for the following year that includes:
  - a. A list of 3-5 culture goals for the year
  - b. Which current programs will continue, be modified, or discontinued
  - c. Any new initiatives being added
  - d. Budget needs for each program
2. Meet with Executive Director in November to review and finalize priorities
3. Quarterly (March, June, September, December) review programs
  - a. Is it meeting its success indicators?
  - b. Is participation/engagement strong?
  - c. Are there complaints or issues?
  - d. Does it need adjustment?
4. Document quarterly program reviews in a simple Google Doc and share with Executive Director
5. Recommend program changes, additions, or eliminations based on data and feedback

#### **Success Indicators:**

1. Annual Culture Priorities Document completed by November 30<sup>th</sup>
2. Quarterly program reviews documented and shared with ED
3. Culture programs adjusted based on documented results

### **S2. Culture Metrics Tracking & Reporting**

**Role Focus:** Track key culture data and report trends to leadership quarterly.

#### **Responsibilities:**

- Complete the Culture Metrics Tracking Form monthly by the end of the month for the previous month
- Track and enter the following data monthly:
  - WorkTango participation rate (% of staff who gave or received recognition)
  - Event attendance numbers, if applicable
  - Monthly giveaway winners and prize values
  - BambooHR satisfaction survey completion rate (if applicable)
  - Any employee complaints or concerns related to culture programs
- Create a simple one-page Culture Dashboard in Google Sheets showing:
  - Month-over-month trends
  - Year-over-year comparisons
  - Notes on any significant changes
- Review Culture Dashboard at quarterly meeting with Executive Director
- Flag any concerning trends (declining participation, low event attendance, negative feedback patterns)

**Success Indicators:**

- Culture Metrics Tracking Form completed
- Culture Dashboard maintained and updated monthly
- Trends reported accurately at quarterly ED meetings

**S3. Manager Support & Culture Training**

**Role Focus:** Help managers build positive team cultures and recognize their staff effectively.

**Responsibilities:**

- Create a Manager Culture Toolkit (binder or Google Drive folder) containing:
  - How to give effective recognition (WorkTango guide)
  - How to celebrate team milestones
  - How to address low morale or team concerns
  - Scripts for difficult conversations related to culture
  - List of available culture resources and support
- Offer quarterly "Manager Check-In" sessions):
  - 30-minute one-on-one meetings
  - Managers can discuss team morale, ask questions, get coaching
  - Document themes across manager conversations
- Facilitate one "Manager Culture Meeting" per quarter (at House Manager Meeting):
  - Share culture updates and program reminders
  - Allow managers to share what's working on their teams
  - Answer questions about recognition, events, or culture programs
  - Gather manager feedback on culture initiatives
- Provide coaching to individual managers when requested by Executive Director or when culture issues arise on specific teams

**Success Indicators:**

- Manager Culture Toolkit created and distributed to all managers
- Quarterly Manager Culture Meetings held (4 per year, minimum)
- Manager check-ins offered and documented each quarter
- Manager feedback incorporated into program improvements

**S4. Inclusive Culture Practices**

**Role Focus:** Ensure all employees can participate in culture programs regardless of shift, location, role, or background.

**Responsibilities:**

- When planning any event or program, complete the Inclusion Checklist:
  - Is this accessible to all shifts (day, evening, overnight)?
  - Can ISL staff participate or will they miss out?
  - Are venues physically accessible?
  - Do activities accommodate different abilities, preferences, backgrounds?
  - Is communication clear and reaching everyone?
- Track participation by location and shift in a simple Google Sheet:
  - Which ISLs are represented at events?
  - Which shifts are winning giveaways?
  - Who is giving/receiving WorkTango recognition?
- If participation is consistently low from specific locations or shifts, develop a plan to address it (e.g., bring events to them, adjust timing, etc.)
- Partner with HR Manager to ensure recognition programs feature diverse employees (different roles, backgrounds, tenure levels)
- Ensure all culture graphics and communications are professional and welcoming to all staff

**Success Indicators:**

- Inclusion Checklist completed for every major event
- Participation tracking shows representation across locations and shifts
- Plans created and implemented when participation gaps are identified
- Culture programs accessible and welcoming to all staff

**S5. Budget Tracking & Financial Accountability**

**Role Focus:** Track culture program spending accurately and stay within approved budget.

**Responsibilities:**

- Maintain the Culture Budget Tracker provided by the Finance Director
  - The Finance Director provides the tracker structure and required content
  - The DC&E may adjust formatting, colors, or visual presentation as needed, but all required content fields must remain
- Enter all receipts and purchases weekly into the tracker
- Submit all receipts per Finance Department ledger and receipt policies

- Review budget tracker before monthly meeting with Finance Director
- Alert Finance Director immediately if any budget category is approaching or exceeding its limit
- Meet monthly with Finance Director to review:
  - Budget status across all culture programs
  - Receipt submission compliance
  - Spending tracking accuracy
  - Upcoming expenses or concerns
- Provide Executive Director with a budget recap at quarterly meetings

**Success Indicators:**

- Budget tracker maintained and updated weekly
- All receipts submitted per Finance Department policies
- Monthly Finance Director meetings held
- Quarterly budget recaps provided to ED
- No budget overages without advance approval
- Accurate financial records maintained

**S6. Employee Concerns & Workplace Issues**

**Role Focus:** Listen to employee concerns, provide support, and escalate serious issues appropriately.

**Responsibilities:**

- Serve as a first point of contact when employees have concerns about:
  - Workplace culture or morale
  - Feeling unsupported or unrecognized
  - Conflicts with coworkers (non-HR issues)
  - Concerns about how the agency operates
- Provide immediate empathetic listening and emotional support
- Determine appropriate next steps:
  - Can DC&E address it directly (culture/recognition issue)?
  - Does it need to go to HR Manager (policy, discipline, legal issue)?
  - Does it need immediate Executive Director involvement (serious/urgent)?
- For non-urgent issues, document concerns in a Concerns Log (confidential Google Doc):
  - Date, employee name (if not anonymous), brief description
  - Action taken or referral made
  - Follow-up needed
- Escalate to Executive Director within 24 hours if the issue involves:
  - Safety concerns
  - Potential legal or regulatory violations
  - Serious interpersonal conflicts
  - Threats of resignation
  - Allegations of discrimination or harassment (also alert HR immediately)

- Review Concerns Log monthly to identify patterns that need systemic solutions

**Success Indicators:**

- Employees feel comfortable bringing concerns to DC&E
- All concerns triaged and addressed or escalated same-day
- Urgent issues escalated to ED within 24 hours
- Patterns identified and reported monthly
- Confidentiality maintained appropriately

**Core Responsibilities**

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**1. WorkTango Recognition System**

**Role Focus:** Track, promote, and leverage employee recognition data to reinforce agency values and celebrate staff contributions.

**Responsibilities:**

- Generate WorkTango usage data monthly and upload into a Google Sheet viewable by the Executive Director
- Break down recognition totals by value (Integrity, Community, Empathy) to identify which values are being lived most actively
- Confirm with the Executive Director when monthly data has been updated
- Select one strong WorkTango recognition every other week and highlight it on the agency's business Facebook page and Instagram
- Use WorkTango data to inform culture conversations with leadership and identify recognition trends

**Success Indicators:**

- Google Sheet updated monthly and viewable by ED
- Data accurate, consistently formatted, and broken down by value
- Social media highlights posted biweekly
- WorkTango trends incorporated into quarterly ED meetings

**2. Abilibucks Value Integration**

**Role Focus:** Connect the Abilibucks program to agency values, ensuring individuals we serve are recognized for demonstrating Integrity, Community, and Empathy.

**Responsibilities:**

- Create and maintain Abilibucks value posters (Integrity, Community, Empathy) displayed in all ISLs
- Educate and collaborate with the Behavior Services Department regarding how Abilibucks align with agency values
- Maintain access to the Google Sheet where Behavior Services enters Abilibucks data

- Review Abilibucks data regularly for completeness, trends, and alignment with values
- Communicate notable trends, gaps, or successes to leadership when appropriate
- Ensure the Abilibucks program reinforces the same values we promote with staff

**Success Indicators:**

- Posters displayed and maintained in all ISLs and offices
- DC&E maintains visibility into Abilibucks data
- Trends can be reported when requested
- Behavior Services Department understands value alignment

**3. Employee Anniversary Recognition**

**Role Focus:** Celebrate employee tenure publicly and consistently to demonstrate appreciation for loyalty and commitment.

**Responsibilities:**

- Pull monthly anniversary dates from BambooHR at the beginning of each month
- Schedule anniversary posts on the business Facebook page for the exact date each employee's anniversary occurs
- Schedule all anniversary posts by the last day of the prior month to ensure nothing is missed
- Design one cohesive annual anniversary graphic style in Canva at the start of each calendar year
- Create special milestone graphics for 5, 10, 15, 20, and 25-year anniversaries that honor longevity
- Ensure every employee anniversary is recognized publicly and professionally

**Success Indicators:**

- Every employee anniversary posted on time
- All posts scheduled by the last day of the prior month
- Milestone years receive special custom graphics
- Annual graphic style remains consistent throughout the year
- No missed anniversaries

**4. Monthly Staff Recognition Giveaways**

**Role Focus:** Provide consistent, tangible staff appreciation through monthly prize giveaways that create excitement and show employees they are valued.

**Responsibilities:**

- Manage \$2,400 annual recognition budget strategically throughout the year
- Obtain Finance Director approval for any single prize exceeding \$500
- Use company credit card for all giveaway purchases
- Submit receipts weekly per Finance Department procedures

- Log each winner's name, prize description, and prize value in Monday.com → Finance Board → 1099s for IRS compliance
- Announce winners via social media (business page or private employee group as appropriate)
- Ensure prizes are delivered within 24 hours of announcement (or immediately via email when applicable)
- Plan giveaways that appeal to diverse staff interests and work schedules

**Success Indicators:**

- Prizes purchased, announced, and delivered consistently each month
- All receipts submitted weekly
- All prizes logged accurately in Monday.com for 1099 tracking
- Winners announced promptly and publicly
- Budget managed responsibly throughout the year

**5. Christmas Party Planning & Execution**

**Role Focus:** Create an exceptional year-end celebration that brings staff together, distributes meaningful cash prizes, and reinforces that employees are valued.

**Responsibilities:**

- Develop the party theme, activities, games, and overall staff experience
- Manage \$20,000 budget with at least 25% (\$5,000 minimum) allocated to staff cash prizes
- Design creative and fair prize distribution rules (raffles, contests, games, attendance prizes)
- Communicate all event needs to the Office Manager for vendor coordination, reservations, and deposits
- Create branded graphics and social media content to build excitement leading up to the event
- Collect staff feedback after the event to improve future planning
- Ensure the event is inclusive and accessible to staff across all shifts and locations

**Success Indicators:**

- Party planned, coordinated, and executed successfully
- At least 25% of budget distributed as cash prizes to employees
- Graphics created and posted to Facebook employee group
- Staff feedback survey collected and reviewed after the event
- Event reflects agency values and creates positive employee experience

**6. Employee Appreciation Day**

**Role Focus:** Plan and deliver an agency-wide recognition event that celebrates all staff and demonstrates tangible appreciation for their work.

**Responsibilities:**

- Plan and execute Employee Appreciation Day within \$15,000 budget
- Decide on venue, food, activities, and recognition elements
- Coordinate logistics through the Office Manager
- Create branded graphics and social media content for the employee group
- Collect staff feedback post-event to evaluate success and identify improvements
- Ensure the event is accessible to all staff regardless of shift, role, or location

**Success Indicators:**

- Event executed successfully within budget
- Feedback survey completed and reviewed
- High attendance and positive staff response
- Graphics and communications created and shared

**7. DSP Appreciation Week**

**Role Focus:** Plan and execute a week-long celebration of Direct Support Professionals with daily activities, gifts, and recognition that honors their critical role.

**Responsibilities:**

- Plan and execute DSP Appreciation Week annually during the 2nd full week of September
- Submit shirt design and order by August 1st each year to ensure timely delivery
- Coordinate food, catering, vendors, and daily activities throughout the week
- Plan one meaningful activity or giveaway for each day (Monday–Friday)
- Track all gifts and prizes distributed for IRS reporting and 1099 compliance
- Post daily event announcements on the business Facebook page during the week
- Post daily DSP highlight features on the business Facebook page during the week (5 total DSP spotlights)
- Ensure field staff and all shifts can participate in activities

**Success Indicators:**

- Shirt order submitted by August 1st
- Five days of activities/giveaways executed successfully
- Daily social media posts completed (10 total: 5 event announcements + 5 DSP highlights)
- All gifts and prizes recorded accurately for IRS compliance
- DSPs across all shifts and locations feel recognized and appreciated

**8. ISL Staff Support Visits**

**Role Focus:** Provide consistent presence, empathy, and support to staff in the homes, building relationships and staying connected to frontline employee experience.

**Responsibilities:**

- Complete a minimum of four (4) ISL visits per month (approximately 1 per week)

- Conduct visits as informal drop-ins to check in with staff, offer support, and provide presence
- Log each visit in Monday.com with date, ISL location, staff names, and brief notes about the visit
- Identify themes, morale issues, or systemic concerns emerging across multiple visits
- Provide in-the-moment empathy, encouragement, and support to staff
- Escalate urgent or high-risk issues to the Executive Director within 24 hours
- Use visits to stay connected to how frontline staff are experiencing the agency culture

**Success Indicators:**

- Four ISL visits logged monthly in Monday.com
- Visit notes maintained with enough detail to track themes
- Urgent issues escalated immediately
- Staff in ISLs feel seen, heard, and supported
- Themes and patterns reported to leadership

**9. Social Media Management & Agency Storytelling**

**Role Focus:** Lead the agency's social media presence to tell the Abilities story, celebrate employees, attract candidates, and showcase culture authentically.

**Responsibilities:**

- Manage the agency's business Facebook page and Instagram accounts daily
- Create all graphics in Canva using consistent agency branding
- Maintain a posting schedule of 3–5 posts per week across platforms
- Mix content types strategically to tell a complete story about Abilities:
  - Recognition posts: WorkTango highlights, Employee of Month, anniversaries, giveaway winners
  - Recruitment posts: DSP job ads, "Why Work Here" content, employee testimonials, "Meet our..." features
  - Event posts: Christmas party, Employee Appreciation, DSP Week, celebrations
  - Culture posts: Behind-the-scenes moments, agency values in action, employee and department spotlights
  - Field/mission posts: Content related to the individuals we serve, our work in the community, disability services field, and what makes our mission meaningful
- Content can be original (created by DC&E) or shared from relevant pages/organizations aligned with our mission
- Respond to comments, messages, and engagement professionally and promptly
- Keep branding consistent while being creative across campaigns
- Use social media to reinforce agency values and showcase what makes Abilities a great place to work

**Success Indicators:**

- 3–5 posts published per week consistently
- All graphics created in Canva with professional, on-brand design
- Content mix includes recognition, recruitment, events, culture, and mission-related posts
- Social media accounts actively managed and engagement responded to
- Positive, authentic representation of Abilities culture

**10. Leadership Reporting & Communication**

**Role Focus:** Keep leadership informed on culture health, program execution, and emerging trends through regular reporting and transparent communication.

**Responsibilities:**

- Meet quarterly with the Executive Director to review:
  - Culture metrics and trends (WorkTango data, event attendance, participation patterns)
  - Recognition data and program effectiveness
  - Staff feedback themes and morale concerns
  - Upcoming events and culture initiatives
  - Budget recap (total spent, remaining, variances)
- Meet monthly with the Finance Director to review:
  - Budget status across all culture programs
  - Receipt submission and compliance
  - Prize tracking
  - Upcoming expenses or financial concerns
- Report missed deliverables, barriers, or challenges openly and promptly
- Provide context and recommendations when reporting concerns or trends
- Keep leadership informed proactively rather than waiting for problems to escalate

**Success Indicators:**

- Quarterly meetings with ED held consistently
- Monthly meetings with Finance Director held consistently
- Culture data and trends reported accurately and on time
- Barriers and missed deliverables communicated openly
- Leadership feels informed and confident in culture program status

**11. Tools of Choice Training & Instruction**

**Role Focus:** Maintain agency compliance with DMH training requirements by serving as a certified Tools of Choice Facilitator and developing additional facilitators.

**Responsibilities:**

- Maintain active Tools of Choice Facilitator certification per DMH requirements
  - Complete the four web-based ToC modules

- Complete the ToC Practice Workshops
- Demonstrate 100% competency in all skills
- Complete annual recertification process hosted by MO-T Positive Support Consultant (PSC)
- Demonstrate training fidelity annually to maintain facilitator status
- Teach Tools of Choice training sessions when scheduled by the agency
  - Deliver training using the Behavioral Skills Training (BST) model (teaching, modeling, practice, feedback)
  - Facilitate ToC practice workshops providing virtual or live skill practice and feedback sessions
  - Conduct observations and provide qualitative feedback on participant skill implementation
- Create and complete training certificates for all participants upon successful completion
- Submit all training certificates to HR Manager for upload to employee files and compliance documentation
- Mentor the Lead Registered Behavior Technician through the process of becoming a Tools of Choice Facilitator
  - Provide guidance on certification requirements (web modules, practice workshops, competency demonstrations)
  - Allow observation of training sessions to model effective facilitation
  - Offer feedback and coaching as they prepare for the 4-hour ToC Facilitator Training
  - Support their development as a co-facilitator once certified

**Success Indicators:**

- Tools of Choice Facilitator certification maintained and current through annual recertification
- All scheduled Tools of Choice training sessions delivered using BST model
- Training certificates completed accurately and submitted to HR promptly after each session
- Lead Registered Behavior Technician successfully achieves Tools of Choice Facilitator certification
- Agency maintains DMH compliance for Tools of Choice training requirements

**12. BambooHR Communities Implementation & Employee Group Transition**

**Role Focus:** Build and launch BambooHR Communities as the primary employee engagement platform, replacing the Facebook Employee Group by December 31, 2026.

**Responsibilities:**

- Lead the setup, development, and launch of BambooHR Communities for internal employee engagement
  - Configure Communities settings, permissions, and structure within BambooHR

- Create community channels for different purposes (announcements, recognition, events, social, departments, etc.)
- Set up notifications and engagement features to encourage adoption
- Establish community guidelines and expectations for professional, positive interaction
- Develop and execute a transition plan to move employees from Facebook Employee Group to BambooHR Communities
  - Create a timeline with milestones leading to full transition by December 31, 2026
  - Provide training and support to help employees adopt the new platform
  - Gradually shift content and engagement from Facebook to BambooHR Communities
  - Archive or close the Facebook Employee Group once transition is complete
- Populate BambooHR Communities with engaging content to drive adoption
  - Post recognition, celebrations, event announcements, and culture content
  - Encourage employees to participate, comment, and engage
  - Monitor engagement metrics and adjust strategy to improve adoption rates
- Train managers and leadership on how to use BambooHR Communities effectively
  - Show them how to post, engage, and use the platform to connect with their teams
  - Encourage department-specific channels for team communication
- Track and report adoption metrics (active users, engagement rates)

**Success Indicators:**

- BambooHR Communities fully configured and launched by target date
- Transition plan developed and communicated to all staff
- Employee adoption grows steadily throughout 2025-2026
- Facebook Employee Group successfully archived or closed by December 31, 2026
- Majority of employees actively using BambooHR Communities for engagement and communication
- Positive employee feedback on the new platform

**Our Values & Ethical Expectations**

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The Director of Culture & Experience is responsible for modeling, promoting, and embedding Abilities, LLC's core values throughout the organization. This role does not simply communicate values; it lives them visibly and holds others accountable to them. The DC&E's behavior, decisions, and leadership directly shape how employees experience and understand what these values mean in practice.

**For the Director of Culture & Experience, *Integrity* means:**

- Being honest and transparent in all communications with leadership, direct reports, and staff, even when the truth is uncomfortable or reflects poorly on programs or outcomes
- Following through on commitments made to employees, delivering on promises related to recognition, events, and support programs
- Admitting mistakes openly when culture programs fall short, recognition is missed, or communication fails
- Maintaining confidentiality when employees share concerns, morale issues, or personal struggles, and never using that information inappropriately or gossiping
- Providing honest feedback to all employees and leaders about culture, morale, and values alignment, regardless of the recipient's position or relationship to the DC&E
- Managing culture program budgets responsibly, submitting receipts accurately, and never misusing agency funds or resources for personal benefit
- Documenting concerns, escalations, and culture trends accurately without exaggeration or omission to protect relationships
- Reporting data truthfully in metrics dashboards and culture reports, even when the data shows programs are underperforming

**For the Director of Culture & Experience, *Community* means:**

- Building genuine relationships with staff at all levels, from DSPs working overnight shifts to executive leadership, and ensuring everyone feels seen, heard, and valued
- Ensuring culture programs are inclusive and accessible to all employees regardless of shift, location, role, background, or tenure
- Bringing people together through events, recognition programs, and initiatives that foster connection and belonging across departments and locations
- Visiting ISLs regularly to stay connected to frontline staff experience and demonstrate that office leadership cares about field employees
- Partnering collaboratively with HR, Finance, Office Manager, and other departments rather than operating in silos or competing for authority
- Celebrating employee milestones, achievements, and contributions publicly and consistently to reinforce that every person matters
- Advocating for employees when morale is low, needs are unmet, or voices are not being heard by leadership
- Creating space for employees to share feedback, concerns, and ideas about how to improve the staff experience and workplace culture

**For the Director of Culture & Experience, *Empathy* means:**

- Listening actively and without judgment when employees share concerns, frustrations, or struggles related to workplace culture, morale, or experience
- Recognizing that frontline staff face different challenges than office staff, and tailoring culture programs to meet people where they are
- Understanding that not all employees respond to recognition the same way, and offering diverse ways for people to feel appreciated and valued

- Approaching performance concerns with direct reports from a place of curiosity and support before jumping to corrective action
- Considering how leadership decisions, communication styles, and organizational changes impact employees emotionally and practically
- Responding with compassion when employees bring personal struggles, workplace conflicts, or morale concerns to the DC&E
- Being mindful of the emotional labor involved in caregiving roles and creating culture programs that genuinely support and restore staff
- Showing up with patience and grace during stressful times (staffing crises, organizational changes, difficult events) rather than adding to employee stress

**Signature**

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By signing below, the employee acknowledges that they have received, read, and understand this job description. The employee understands that the duties, responsibilities, and expectations outlined in this document are a condition of employment and agrees to perform the role in accordance with agency policies, procedures, training, and applicable laws.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Executive Director: \_\_\_\_\_ Date: \_\_\_\_\_