

Job Title: Human Resources Manager

Division: Office Personnel

Reports To: Director of Culture & Experience>Executive Director

Supervises: N/A

FLSA Status: Exempt, salaried

Work Location: 209 E Market St, Warrensburg MO 64093 (Office)

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

On-Call Requirement: N/A

Position Summary

The Human Resources Manager is responsible for all core human resources operations for Abilities, including hiring, onboarding, compliance documentation, employee relations, performance management, leave administration, benefits coordination, and separation processes. This role serves as a point of accountability for workforce compliance with Missouri DMH requirements, federal and state employment laws, and internal agency policies.

The Human Resources Manager ensures accurate employee records, timely onboarding, consistent performance and discipline processes, and fair, policy-driven handling of employee concerns while protecting the agency from compliance and employment-related risk.

Position Purpose

The Human Resources Manager role exists to protect the integrity, compliance, and fairness of Abilities, LLC's workforce practices. This position ensures employees are hired, supported, documented, and separated in ways that are lawful, ethical, consistent, and aligned with Missouri DMH requirements and agency policy. By maintaining accurate records, guiding employees and leadership through complex employment matters, and enforcing policy consistently, this role safeguards both employees and the organization.

Qualifications & Requirements

- Must be at least 18 years of age
- High school diploma or GED required; associate's or bachelor's degree preferred
- Minimum of two (2) years of experience in human resources or personnel administration
- Demonstrated knowledge of employment laws, FMLA, ADA, workers' compensation, and unemployment processes

- Demonstrated knowledge of Department of Mental Health and/or Home & Community Based Service requirements
- Ability to pass required background check
- Ability to maintain strict confidentiality
- Ability to read, write, and communicate clearly in English
- Willingness and ability to complete all required training and maintain compliance knowledge

Physical Requirements

- Ability to sit and work at a computer for extended periods
- Ability to attend meetings in person or virtually
- Ability to lift up to 25 pounds occasionally
- Ability to move throughout office environments as needed – walking, using stairs, bending, standing, sitting

Technology & Computer Requirements

- Ability to use a computer independently for extended periods of time
- Ability to send, receive, and manage professional email communication
- Ability to navigate and maintain records in HR and documentation systems, including BambooHR and cloud-based platforms
- Ability to accurately enter, review, and track data and documents electronically

Role, Scope, & Authority

The Human Resources Manager is responsible for executing and administering all human resources functions in accordance with agency policy, employment law, and Missouri DMH requirements. This role holds operational authority related to hiring processes, employee documentation, compliance tracking, onboarding, discipline administration, leave management, and separation procedures.

While the Human Resources Manager does not formally supervise staff, this role is authorized to provide direction, correction, and guidance to **all** employees, regardless of position, to ensure compliance with agency policies, procedures, and professional standards. The Human Resources Manager may require corrective documentation, enforce deadlines, and ensure consistency across departments as it relates to employment practices.

Escalation Pathway

The Human Resources Manager is responsible for escalating concerns promptly and appropriately to protect employees, individuals served, and the agency.

Concerns should be escalated in the following order when applicable:

Human Resources Manager → Director of Culture & Experience → Executive Director

Immediate escalation is required for:

- Allegations or suspicions of abuse, neglect, exploitation, or retaliation
- Serious or repeated policy violations with no behavior change
- Legal threats or legal documents
- Significant compliance risks
- Confidentiality breaches of employee information
- Situations involving imminent risk to individuals, employees, or the organization

Core Responsibilities

Responsibility #1: Recruitment & Job Posting Management

Role Focus: Maintain active, accurate job postings and manage the full hiring pipeline.

Responsibilities:

- Create, post, and manage all job listings in BambooHR.
- Renew and refresh all active job postings every 10 days to ensure listings remain current and visible.
- Monitor applicant flow in BambooHR and ensure timely review of applications.
- Complete the interview process.
- Communicate professionally and promptly with candidates throughout the hiring process.

Success Indicators:

- All job postings are active and refreshed every 10 days.
- Applicants are contacted and scheduled in a timely manner.

Responsibility #2: Applicant Interviews & Hiring Documentation

Role Focus: Conduct structured interviews and ensure required pre-hire documentation is completed.

Responsibilities:

- Conduct interviews for all DSP, Assistant House Manager, House Manager, and additional roles, when needed.
- During each interview, ensure applicants complete the following:
 - Availability Form
 - Employee Preferences Form
 - Review of the “What Is a DSP?” booklet
 - Consent to Run a Background Check
 - Provide clear explanations of job expectations, scheduling realities, and agency requirements.

- Ensure all interview documentation is collected, reviewed for completeness, and retained appropriately.

Success Indicators:

- All required interview documents completed for each candidate.
- Interview documents uploaded to the employee's BambooHR Documents tab
- Consistent interview process followed for all applicants.

Responsibility #3: Background Checks & DMH Compliance

Role Focus: Ensure compliance with Missouri DMH background check requirements.

Responsibilities:

- Run initial background checks for all new hires in accordance with DMH timelines and agency policies.
- Re-run background checks annually to maintain DMH compliance.
- Track and review background check completion and renewal dates.
- Notify supervisor immediately of any felony conviction that requires a DMH exception or is disqualifying and not eligible for exception.
- Maintain all background check documentation securely and confidentially.
- Upload completed background check documents to the Background Check folder in the employee's BambooHR profile.
- Retain all background check documents indefinitely.

Success Indicators:

- Background checks completed within required timelines.
- Annual renewals completed for all applicable employees.
- Disqualifying findings escalated appropriately.
- Background check documents are retained in the employee's file.

Responsibility #4: Onboarding via BambooHR

Role Focus: Own, configure, and maintain the agency's BambooHR onboarding system to ensure all required legal documents, policies, and forms are issued, completed, and retained accurately and on time for every new hire.

Responsibilities:

- Serve as the primary owner and administrator of the BambooHR onboarding system.
- Build, configure, and maintain onboarding workflows, task lists, and document sequences within BambooHR.

- Ensure all required employment documents are included in onboarding and issued for electronic signature, including tax forms, policy acknowledgments, and agency-required disclosures.
- Upload and maintain all agency policies within BambooHR, ensure they are current, marked as mandatory, and assigned for signature during onboarding.
- Configure onboarding tasks that prompt new employees to complete all required tax and employment paperwork accurately and within required timelines.
- Monitor onboarding completion status and follow up on missing, incomplete, or incorrect documents.
- Ensure signed onboarding documents are automatically retained in the employee's BambooHR profile in the appropriate document folders.
- Update onboarding workflows promptly when policies, forms, or legal requirements change.

Success Indicators:

- Onboarding workflows function correctly and consistently.
- All required documents are issued and completed within required timeframes.
- Signed documents are retained accurately in BambooHR.

Responsibility #5: New Hire Orientation & Initial Training

Role Focus: Plan, deliver, and manage new hire orientation and first-day training to ensure employees are properly onboarded, compliant, and prepared to begin work.

Responsibilities:

- Create, update, and maintain the agency's new hire orientation PowerPoint and orientation materials.
- Coordinate and manage an employee's first one to two days of employment.
- Lead orientation sessions and ensure employees understand agency expectations, policies, and procedures.
- Ensure all required policies, acknowledgments, and forms are assigned and signed in BambooHR.
- Confirm all required onboarding documents are collected and uploaded to the employee's file.
- Coordinate with the Nursing Department to ensure required saliva drug testing is completed during orientation.
- Ensure drug test result forms are completed and uploaded to the employee's employee file.
- Provide training and basic navigation for required agency systems, including but not limited to BambooHR, WhenToWork, SetWorks, etc.

- Serve as the point of contact for new hires during orientation for questions related to onboarding, systems access, and next steps.

Success Indicators:

- Orientation materials are current and accurately reflect agency policies.
- New hires complete orientation and initial training within their first one to two days.
- All required documents, policy acknowledgments, and drug test results are completed and uploaded.
- New employees are able to log into and navigate required systems.

Responsibility #6: Required DMH Documentation Compliance

Role Focus: Collect, verify, and maintain required employee documentation to meet Missouri DMH compliance standards.

Responsibilities:

- Collect required employee documentation during orientation, including:
 - Valid driver's license or other government-issued photo ID
 - Social Security card
 - Proof of education (GED certificate, high school diploma, or official transcripts clearly marked "graduate" or "degree awarded")
- Review documents for completeness and validity.
- Upload all required documents into BambooHR under the "DMH – State of Missouri Required Documents" folder.
- Enter document issue and expiration dates in BambooHR when applicable.
- Monitor expiration dates for required documents.
- Notify employees in advance when documents are approaching expiration and request updated documentation.
- Collect renewal documents and update employee files accordingly.
- Notify leadership when an employee is out of compliance due to missing or expired documentation so scheduling or work status can be addressed.

Success Indicators:

- All required documents are collected, reviewed, and stored correctly.
- Expiration dates are entered and monitored accurately.
- Renewal documentation is obtained before expiration, when applicable.

Responsibility #7: Performance Reviews & Pay Updates

Role Focus: Conduct performance evaluations and manage review-driven pay updates.

Responsibilities:

- Complete annual performance reviews for DSPs, Assistant House Managers, House Managers, and RBTs.
- Collect and compile performance data required for each review.

- Document review details and outcome on the performance evaluation form(s).
- Meet with employees in person to communicate evaluation results.
- Enter pay updates in the employee's BambooHR profile based on review outcomes.
- Upload completed evaluation packet to the employee's BambooHR file

Success Indicators:

- Performance reviews completed prior to the employee's anniversary date
- Performance evaluations completed
- Documents uploaded to BambooHR
- Pay updates processed accurately and timely.

Responsibility #8: Discipline & Corrective Action

Role Focus: Administer disciplinary processes consistently and in accordance with policy.

Responsibilities:

- Issue disciplinary actions in alignment with agency policy.
- Prepare and maintain written warnings, corrective action plans, and supporting documentation.
- Ensure consistency of discipline across departments.
- Store disciplinary documentation in employee personnel files.
- Provide guidance to managers regarding performance and corrective actions as needed.

Success Indicators:

- Discipline administered consistently.
- Documentation complete and accurate.

Responsibility #9: Employee Separations & Exit Interviews

Role Focus: Manage all employee separations (voluntary and involuntary) professionally, compliantly, and consistently, while ensuring accurate documentation, system termination, and collection of feedback to support organizational improvement.

Voluntary Separations

- Receive and document employee resignation notices, including screenshots, texts, emails, or written notice.
- Confirm final working dates and update schedules when necessary.
- Ensure completion of all offboarding tasks, including return of keys, company property, and documents.
- Terminate employee access in all agency systems, including BambooHR, SetWorks, WorkTango, WhenToWork, Monday.com, Google, AFLAC, and any other applicable systems.
- Maintain all voluntary separation documentation in the employee's personnel file.

Involuntary Separations

- Coordinate with leadership prior to all involuntary terminations.
- Ensure documentation supports termination decisions and is complete prior to separation.
- Prepare termination paperwork in accordance with policy and employment law, including the employee's last paycheck.
- Conduct termination meetings professionally and respectfully.
- Update schedules when necessary following termination.
- Terminate employee access in all agency systems, including BambooHR, SetWorks, WorkTango, WhenToWork, Monday.com, Google, AFLAC, and any other applicable systems.
- Ensure all termination documentation is uploaded to and retained in the employee's profile in BambooHR.

Exit Interviews

- Conduct exit interviews when applicable for voluntary or involuntary separations.
- Document employee feedback related to supervision, scheduling, compensation, culture, or working conditions.
- Identify trends related to employee retention, turnover, and workplace concerns.
- Provide summarized trend reports to the Director of Culture & Experience and Executive Director as requested.

Success Indicators

- Employee separations are documented accurately and completely.
- Offboarding tasks are completed promptly and consistently.
- Employee access is terminated in all required systems.
- Exit interviews are completed when applicable.
- Workforce trends are documented and reported to leadership.

Responsibility #10: Unemployment Claims & Appeals

Role Focus: Manage unemployment claims and represent the agency through the appeals process.

Responsibilities:

- Respond to all unemployment claims in a timely manner.
- Submit supporting documentation and follow-up information.
- File appeals when appropriate.
- Participate in unemployment hearings and appeals as the agency representative.
- Maintain unemployment claim records in the employee's file.

Success Indicators:

- Claims responded to within required deadlines.
- Documentation complete and accurate.

Responsibility #11: FMLA Administration

Role Focus: Manage the full FMLA process from initial request through return to work by guiding employees, tracking leave, coordinating documentation, and ensuring legal and policy compliance.

Responsibilities:

- Determine employee eligibility for FMLA based on hours worked, length of employment, and work location.
- Provide employees with all required FMLA notices and forms, including eligibility notices and rights and responsibilities, within legally required timeframes.
- Track all FMLA deadlines, including medical certification due dates, correction periods, and designation notices.
- Review medical certifications for completeness and follow up with employees when documentation is missing, incomplete, or requires clarification.
- Designate leave as FMLA once required documentation is complete and issue the formal designation notice.
- Track FMLA usage accurately, including continuous, intermittent, and reduced-schedule leave.
- Coordinate FMLA-related scheduling needs with Residential Program Managers and leadership while maintaining employee confidentiality.
- Communicate approved leave details, work restrictions, and expected return-to-work timelines to appropriate managers on a need-to-know basis.
- Monitor attendance and time reporting related to FMLA and ensure protected leave is coded correctly.
- Maintain all FMLA records, medical documentation, and correspondence confidentially and separate from general personnel files.
- Coordinate benefit premium responsibilities during unpaid leave and communicate payment expectations to employees.
- Manage return-to-work processes, including collection and review of fitness-for-duty documentation when required.

Success Indicators:

- FMLA requests are processed accurately and within required legal timelines.
- Leave usage is tracked correctly and applied consistently.
- Required notices and forms are issued and documented.
- Medical and FMLA records are stored securely and confidentially.
- Managers receive clear guidance on scheduling and coverage while employee rights are protected.

Responsibility #12: Workers' Compensation Administration

Role Focus: Manage workers' compensation claims and employee coordination.

Responsibilities:

- Schedule initial medical care appointments following workplace injuries.
- File workers' compensation claims with the agency's insurer.
- Communicate with insurance adjusters on the agency's behalf as needed.
- Notify leadership and managers of work restrictions or modifications.
- Track claim status and documentation.
- Maintain records related to workplace injuries and claims.

Success Indicators:

- Claims filed promptly.
- Medical care coordinated efficiently.

Responsibility #13: Benefits Administration & Vendor Coordination

Role Focus: Coordinate employee benefits administration and vendor communication.

Responsibilities:***AFLAC***

- Serve as the primary liaison with AFLAC throughout the year and during open enrollment.
- Enter and maintain AFLAC benefit deductions in BambooHR.
- Assist with scheduling, communication, and coordination of annual open enrollment.
- Prepare open enrollment documents.
- Notify employees of relevant dates and deadlines.
- Schedule benefit-related meetings.
- Schedule one (1) AFLAC benefit enrollment meeting per quarter with the AFLAC representative and offer the meeting to all new and incoming employees.

Vitable Benefits Administration

- Notify employees of open enrollment periods, deadlines, and benefit changes related to Vitable health, dental, vision, and primary care benefits.
- Schedule and coordinate open enrollment informational meetings and Q&A/FYI sessions for employees.
- Provide enrollment links and benefit information to new employees.
- Monitor Vitable enrollment activity to identify new employees who have elected benefits.
- Review Vitable enrollment records to confirm benefit elections and coverage start dates.

- Enter all applicable Vitable benefit deductions into the employee's BambooHR Benefits tab to ensure accurate payroll processing.
- Verify that payroll deductions align with the employee's elected benefits and coverage effective dates.
- Respond to employee questions regarding Vitable benefits and direct employees to vendor resources when questions fall outside HR's scope.

Midwest Healthcare & Wellness

- Provide enrollment links to new employees.
- Communicate employee terminations to Midwest Healthcare & Wellness via email.
- Enter deduction information in the employee's BambooHR Benefits tab.

Success Indicators:

- Benefit deductions accurate.
- Vendors notified timely.
- Open enrollment completed annually.

Responsibility #14: E-Verify & I-9 Compliance

Role Focus: Maintain federal employment eligibility compliance.

Responsibilities:

- Complete Form I-9 for all new hires within required timelines.
- Run and manage all E-Verify cases in accordance with federal requirements.
- Manage tentative non-confirmations (TNCs) and communicate appropriately with employees.
- Track and resolve E-Verify cases to completion.
- Maintain I-9 and E-Verify records in compliance with retention requirements.

Success Indicators:

- I-9s and E-Verify completed within required timelines.
- Cases resolved and documented.
- E-Verify documents are uploaded to the employee's BambooHR file.

Responsibility #15: Reasonable Accommodations & ADA Compliance

Role Focus: Help employees who need workplace accommodations by managing requests, coordinating solutions, and protecting confidential medical information.

Responsibilities:

- Serve as the point of contact for employees requesting workplace accommodations.
- Receive, review, and document all accommodation requests.

- Communicate with the employee to understand what support is being requested and what documentation is needed.
- Work with managers to determine reasonable accommodations that allow the employee to perform their job duties.
- Track timelines and follow up to ensure accommodations are implemented as approved.
- Maintain all medical and accommodation records confidentially and separate from general personnel files.

Success Indicators:

- Employees receive clear communication and timely responses to accommodation requests.
- Approved accommodations are implemented as agreed.
- Medical and accommodation records are stored securely and confidentially.

Responsibility #16: Policy Enforcement & Acknowledgment Tracking

Role Focus: Ensure consistent policy enforcement and documentation.

Responsibilities:

- Upload and maintain all agency policies and amendments in BambooHR.
- Send new policies out for signature via BambooHR.
 - Routinely check policy signature requests and follow up on missing signatures, when needed.
- Add new and updated policies to the Onboarding Task board in BambooHR>Settings>Onboarding.
 - Ensure policies are marked as mandatory for signature.
- Enforce compliance with policies agency-wide.
- Retain historical policy versions for seven (7) years.

Success Indicators:

- Majority of policies signed.
- New and amended policies have been added to Onboarding.
- Expired policies are retained for record keeping purposes.

Responsibility #17: Employee Grievances

Role Focus: Manage the grievance process from intake through resolution by ensuring concerns are received, tracked, investigated, and responded to according to agency policy, while protecting confidentiality and preventing retaliation.

Responsibilities:

- Serve as the central point of contact for receiving all grievances submitted by employees, individuals receiving services, guardians, representatives, or others connected to the agency.

- Ensure grievance forms are accessible and assist individuals or employees with completing forms when requested, while maintaining confidentiality.
- Log and track all grievances upon receipt, including anonymous grievances, and maintain secure grievance records.
- Provide written acknowledgment of grievance receipt within 2 business days, outlining next steps and expected timelines.
- Notify Grievance Committee members and coordinate the grievance review process according to policy timelines.
- Support the Grievance Committee by organizing documentation, scheduling meetings, and maintaining records of findings and decisions.
- Ensure written responses are issued within 14 days and that documentation is properly stored in the individual's or employee's file.
- Track grievance status (open, resolved, escalated) and follow up to confirm corrective actions are implemented when required.
- Manage appeals by documenting requests and coordinating review by the Executive Director.
- Enforce confidentiality requirements and ensure grievance records are accessible only to authorized individuals.
- Monitor for retaliation concerns and escalate immediately to leadership if identified.

Success Indicators:

- All grievances are acknowledged, tracked, and resolved within required timelines.
- Grievance documentation is complete, accurate, and securely maintained.
- Confidentiality is upheld and no retaliation concerns go unaddressed.
- Corrective actions and follow-up steps are documented when applicable.

Responsibility #18: Confidentiality & Data Protection

Role Focus: Protect employee and individual information in compliance with confidentiality laws.

Responsibilities:

- Maintain confidentiality of all employee and individual records.
- Ensure compliance with HIPAA, ADA, FMLA, and applicable confidentiality laws.
- Securely store medical, grievance, disciplinary, and background check records.
- Limit access to confidential information to authorized individuals only.

Success Indicators:

- No confidentiality breaches.
- Records stored and accessed appropriately.

Our Values & Ethical Expectations



Abilities, LLC values Integrity, Community, and Empathy. As the Human Resources Manager, this role is responsible for modeling these values and ensuring they are reflected consistently in employment practices, employee interactions, and policy enforcement.

Integrity

The Human Resources Manager is expected to apply policies consistently, document accurately, communicate honestly, and act within employment law and agency policy at all times. This role must avoid favoritism, retaliation, selective enforcement, or informal decision-making that bypasses required processes.

Community

The Human Resources Manager is expected to work collaboratively with employees, managers, leadership, and external partners. This includes clear communication, respect for role boundaries, timely follow-up, and contributing to a culture of accountability and shared responsibility.

Empathy

The Human Resources Manager is expected to approach employee concerns with professionalism, fairness, and respect. This includes recognizing the human impact of employment decisions while maintaining appropriate boundaries, confidentiality, and compliance requirements.

Signature

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: _____