

HUMAN RESOURCES MANAGER

Multi-Entity HR Operations, Labor Relations & Corporate Compliance

Connect Community Access and its subsidiaries / affiliated organizations

POSITION PROFILE	DETAILS
Employment status	Full-time; salaried; exempt.
Annual base salary	\$90,000–\$95,000, commensurate with relevant experience and qualifications, and consistent with internal equity.
Reports to	Chief Operating Officer (COO).
Work arrangement	California-based hybrid: three days on-site and two days remote per week. Schedule and assigned CCA/affiliate locations are coordinated with the COO.
Direct reports	One to two HR Analysts and/or HR support employees, as authorized.
Certification	SHRM-CP or SHRM-SCP preferred, not required.

Position purpose

The Human Resources Manager is the senior, hands-on HR generalist and day-to-day HR lead for Connect Community Access (CCA) and its affiliated organizations. The Manager combines independent professional judgment with practical execution across employee and labor relations, investigations, employment compliance, recruitment, compensation, benefits, leave administration, performance management, and HR systems.

The role also leads all corporate compliance supervision and record maintenance across the affiliated organizations. Reporting to the COO, the Manager develops a small HR team, supports managers and employees, and maintains each entity's distinct records, policies, obligations, and approval authority. This position requires sound judgment, organization, and consistent follow-through in a fast-paced environment with changing priorities.

Organizational coverage and collaboration

Coverage includes CCA, All Hours Adult Care (AHAC), Legacy Foundation Corporation, California Room and Board Coalition, CARING CONNECTIONS TRANSPORTATION SERVICES (CTS), and all current and future subsidiaries or affiliated organizations, including nonprofit and for-profit entities. Workload, resources, and authority are reviewed with the COO as coverage expands.

The Manager works with the COO, CEO, agency leaders, Finance, Payroll, IT, benefits and insurance partners, and outside employment counsel. The role may collaborate with the Sr. HR People & Culture Strategist Consultant and the Sr. HR Consultant: People Performance & Development on approved advisory, training, and project assignments. The COO remains the reporting supervisor.

Six-month review: A documented performance-based review evaluates agreed deliverables after six months of employment. A salary increase is not automatic or guaranteed; review expectations are described in the Initial priorities and six-month performance review section.

Essential functions | Employee lifecycle and risk

1. Employee relations, labor relations and investigations

- Serve as the primary HR contact for workplace concerns. Assess urgency, safety, protected-rights issues, conflicts of interest, evidence-preservation needs, and response deadlines; maintain restricted case files.
- Conduct fair, impartial investigations within demonstrated training and competence. Plan the review, interview individuals separately, provide an opportunity to respond, evaluate relevant evidence, and prepare fact-based findings and recommendations.
- Advise managers on coaching, progressive discipline, performance concerns, grievances, workplace conduct, and separations. Evaluate consistency and retaliation risks and obtain required approvals before material employment actions.
- Apply labor-relations knowledge in union and nonunion settings. Where applicable, administer collective bargaining agreements, track grievances, support labor-management meetings, prepare bargaining research and costing with Finance, and participate in negotiations within approved authority.
- Coordinate appropriate interim protections, closure communications, and follow-up. Escalate sensitive complaints, conflicts, agency charges, attorney demands, and matters beyond internal competence through an authorized, nonconflicted route to counsel or an independent reviewer.

2. Employment compliance, policy and multi-entity controls

- Maintain an HR compliance calendar and policy register addressing applicable California, federal, and local requirements for wage and hour practices, classifications, equal employment opportunity, leaves, accommodations, hiring, records, and separations.
- Develop and update handbooks, policies, duty statements, forms, and manager guidance. Coordinate legal review and approvals and apply entity-specific requirements.
- Audit personnel and work-authorization records, required notices, training completion, and employment practices. Document risks, corrective actions, accountable owners, and completion dates.
- Partner with Operations on employee safety, workplace violence prevention, injury reporting, required training, and applicable credential/clearance tracking. Supervise related compliance records while technical licensing, clinical, and client-care decisions remain with authorized professionals.

3. Workforce planning, recruitment, onboarding and separation

- Maintain position-control and vacancy information; advise leaders on staffing, job design, organizational structure, succession, and workforce costs in collaboration with Finance.
- Lead recruitment from approved requisition through selection, including outreach, screening, structured interviews, reference and credential checks, and lawful role-specific pre-employment requirements. Prepare recommendations and authorized offers.
- Coordinate orientation, onboarding, employee transfers, contractor-to-employee transitions, and offboarding. Confirm employing entity, approved terms, required records, systems access, payroll handoffs, final-pay coordination, and return of property.

Essential functions | HR service delivery and leadership

4. Compensation, benefits and payroll coordination

- Maintain job classifications, compensation structures, career levels, and market comparisons. Analyze internal equity, pay compression, and proposed pay changes; document recommendations and obtain required approvals. Review exemption and worker-classification questions with qualified resources.
- Administer benefits eligibility, enrollment, qualifying events, communications, and vendor issue resolution. Reconcile benefit records and invoices with Finance, Payroll, carriers, and administrators; support applicable benefits and retirement-plan audits.
- Validate approved personnel changes, pay rates, stipends, and leave-related pay instructions before payroll cutoff. Resolve exceptions with Payroll and managers. Payroll retains processing, tax, deduction, and payment responsibilities; Operations retains scheduling, time-record, and attendance oversight.

5. Leaves, accommodations and workers' compensation

- Evaluate eligibility and coordinate applicable Family and Medical Leave Act (FMLA), California Family Rights Act (CFRA), Pregnancy Disability Leave (PDL), paid sick leave, other protected leaves, and policy-based time off. Track required notices, documentation, communications, and deadlines.
- Facilitate timely, individualized interactive processes and accommodation reviews. Coordinate restrictions, leave extensions, return-to-work planning, and benefit continuation with employees, managers, providers, counsel, and vendors as appropriate.
- Coordinate workers' compensation reporting, claims information, modified-duty discussions, and return-to-work issues with Operations, carriers, and administrators. Maintain medical and accommodation records separately with restricted access.

6. Performance, development, engagement and culture

- Administer performance review cycles and equip managers with goal-setting, coaching, documentation, and improvement-plan resources. Managers remain responsible for day-to-day supervision and employee feedback.
- Coordinate employment-compliance training, supervisor development, orientation, and career-development resources. Collaborate with designated consultants on approved initiatives and implement sustainable HR practices.
- Support employee listening, equitable practices, retention, recognition, succession, and career pathways. Maintain employee self-service resources and manager toolkits; evaluate effectiveness through feedback and workforce trends.

7. HR team, systems, analytics and continuous improvement

- Supervise, coach, assign work to, and evaluate one to two HR Analysts/support employees. Establish coverage, service standards, quality checks, and cross-training; retain professional oversight of sensitive matters and compliance judgments.
- Oversee accurate HR information systems (HRIS) data, entity-specific personnel records, authorized access, and retention controls. Partner with IT on secure workflows and approved preservation or collection of electronic evidence.
- Provide the COO with dashboards and written status reports on vacancies, turnover, HR services, compliance deadlines, record deficiencies, training, leaves, and projects, including interim CARING CONNECTIONS TRANSPORTATION SERVICES (CCTS) records and transition progress. Recommend improvements and capacity adjustments.

Essential functions | Corporate compliance and records

8. Corporate compliance supervision across all affiliates

- Lead and supervise all corporate compliance activities and record maintenance for every organization affiliated with CCA, including current and future nonprofit and for-profit entities. Direct records-support work, verify completion, maintain audit-ready evidence, and escalate unresolved risks.
- Maintain an entity-by-entity compliance register and master calendar identifying obligations, contributors, due dates, required approvals, record locations, completion evidence, and open corrective actions. Coordinate with agency leaders, Finance, Payroll, IT, and qualified legal or program resources.
- Organize, maintain, and supervise retrieval of corporate records, including governing documents, board minutes and resolutions, registrations, filing confirmations, licenses and renewals, approved policies, required certifications, contracts, insurance evidence, and audit, regulatory, funding, and corrective-action documentation.
- Establish secure entity-specific repositories, indexes, version controls, access permissions, retention schedules, and preservation procedures. Keep corporate, personnel, medical, investigation, and client records appropriately separated and restricted.
- Check completeness and deadlines; coordinate filings, renewals, audit responses, and corrective actions with responsible departments. Maintain submission and approval evidence and report deficiencies to the COO. Technical legal, clinical, tax, and financial judgments remain with qualified authorized professionals.

CARING CONNECTIONS TRANSPORTATION SERVICES (CCTS) records | Interim supervision and transfer

- Until CARING CONNECTIONS TRANSPORTATION SERVICES (CCTS) department personnel are hired, supervise and maintain CARING CONNECTIONS TRANSPORTATION SERVICES (CCTS) records, including intake, indexing, completeness checks, secure storage, authorized access, deadline tracking, and retrieval. Maintain an inventory of deficiencies and pending obligations.
- When departmental personnel are hired, transfer CARING CONNECTIONS TRANSPORTATION SERVICES (CCTS) records-supervision and maintenance responsibility to the agency's operating manager through a documented handoff covering records, access, procedures, outstanding items, deadlines, staff orientation, and the transfer date, with operating-manager acknowledgment and COO confirmation.
- After the handoff, the operating manager owns routine CARING CONNECTIONS TRANSPORTATION SERVICES (CCTS) records management. The HR Manager retains organization-wide corporate-compliance monitoring and reporting and coordinates continuity for any transition gaps.

Professional authority and confidentiality

Exercise independent professional judgment within delegated authority. The COO oversees priorities and resources; material staffing and employment decisions require CEO approval, subject to entity governance and a nonconflicted approval route. Legal representation and specialist professional decisions are outside this role's independent authority.

Protect sensitive information on a need-to-know basis, preserve relevant records, prohibit retaliation, and use impartial escalation for conflicts or sensitive matters. Required notices, lawful entitlements, safety responses, and legal deadlines must not be delayed for discretionary approvals. Perform related HR and corporate-compliance duties consistent with the position's qualifications and approved authority.

Qualifications

Required qualifications

- At least seven years of progressively responsible, broad-based HR experience, including at least three years applying California employment requirements and at least two years leading HR work or supervising/developing HR staff.
- Bachelor's degree in human resources, business, public administration, or a related field, or an equivalent combination of relevant education, training, and professional HR experience. Equivalency does not waive the California experience requirement.
- Hands-on capability across employee relations, recruitment, compensation, benefits, payroll coordination, protected leaves, accommodations, investigations, policies, records, and performance management; experience supporting multiple sites or entities and overseeing compliance calendars, corporate records, audits, and corrective actions.
- Labor-relations experience including collective bargaining agreement interpretation/administration and grievance handling or bargaining preparation/support; demonstrated ability to recognize protected-rights concerns and work within approved authority.
- Documented training and practical competence in impartial workplace investigations, evidence assessment, fact-based reporting, conflict screening, and appropriate escalation.
- Strong communication, manager coaching, analytical judgment, discretion, project follow-through, and prioritization skills. Proficiency in HRIS, electronic records, spreadsheets, and office/collaboration applications.

Desired qualifications

SHRM-CP or SHRM-SCP certification is preferred, not required.

- Experience working in nonprofit organizations.
- Experience working with neurodivergent individuals and diverse populations, including people with disabilities and individuals who are blind, deaf, or hard of hearing.
- Experience managing personnel involved in transportation operations and logistics.

Additional preferred experience includes community-based health, adult care, disability services, housing, workforce development, or other human services; for-profit or mixed-entity operations; direct collective bargaining; HRIS implementation; benefits reconciliation and payroll audits; and small-team supervision in a hybrid environment.

Work expectations and performance review

Work arrangement and essential activities

Work three days on-site and two days remotely each week, coordinated with the COO. On-site work supports employee access, investigations, training, records supervision, and agency visits. Maintain a secure remote workspace and reliable connectivity using approved systems. The role involves sustained computer work, detailed record review, meetings, and travel to assigned sites, with reasonable accommodation. Occasional additional hours or schedule adjustments may be needed for time-sensitive matters; the role does not establish continuous 24-hour availability. Required business expenses are reimbursed under applicable law and approved procedures.

Initial priorities and six-month performance review

During the first 30 days, establish the workforce and records inventory, priority risks, CARING CONNECTIONS TRANSPORTATION SERVICES (CCTS) status, and written deliverables with the COO. By 60 days, establish the compliance calendar, records controls, priority corrective actions, and departmental handoffs. By 90 days, report progress through an HR/corporate-compliance dashboard and improvement plan. Existing deadlines and urgent work remain priorities throughout.

After six months, the COO conducts a documented performance-based review of agreed deliverables, including compliance and records quality, corrective-action progress, CARING CONNECTIONS TRANSPORTATION SERVICES (CCTS) continuity or transfer, HR service delivery, team leadership, and reporting. Where CARING CONNECTIONS TRANSPORTATION SERVICES (CCTS) hiring has not occurred, assess records maintenance and transition readiness. A salary adjustment may be considered based on demonstrated results, available funding, internal equity, and required approvals; no increase or amount is guaranteed.

Equal opportunity and position notice

CCA and the employing entity provide equal employment opportunity without regard to any status protected by applicable law and reasonable accommodation for qualified applicants and employees. Applicants may request accommodation during recruitment. This description outlines current responsibilities and does not create an employment contract or guarantee employment for a specific period. Duties and conditions may be updated consistent with applicable law.