

ABILITY360 POSITION DESCRIPTION

Position Title: Recruiter (HCS)

Reports To: Vice President (HCS)

Position Summary: The Home Care Services (HCS) Recruiter has the responsibility of managing all aspects of the hiring lifecycle for HCS Caregivers. This role manages the sourcing, screening, tracking and follow up for all Caregiver applicants across 5 locations. This role schedules interviews for Branch Managers, ensures candidates are prepared for their interview, and starts the onboarding process once the applicant is selected. The Recruiter demonstrates measurable productivity in a fast-paced, high volume environment with continuous communication with applicants and staff alike.

Program Service: Ability360 delivers high-quality, person centered non-medical home care to AHCCCS/ALTCS/DDD eligible members in their homes or places of residence, including attendant care, personal care, homemaker, respite, and habilitation services.

Required Education and Qualifications:

- REQUIRED: Bi-lingual Spanish/English – must be able to read, write and speak both languages fluently.
- Non-Medical Home Care experience highly desired
- 2-year degree or greater, or 3 years of experience working in a non-medical home care organization as a recruiter, hiring manager, or similar role.
- Advanced computer skills and comfortable managing large volumes of information quickly (Outlook Calendars, Excel, web applications).
- Expert level communication and customer service skills both on the phone and in writing.
- Ability to manage multiple conversations in short periods of time.
- Ability to understand and empathize with caregivers and express the importance of their role at Ability360.

Essential Responsibilities / Accountabilities:

- Immediately respond to applicants by phone, email, and text, ensuring response time metrics are met.
- Inspire and excite applicants about becoming a caregiver and explain the benefits and opportunity working as a caregiver for Ability360.
- Qualify all applicants and set interview dates/times/locations with the proper hiring manager.
- Conduct all pre-hire functions including but not limited to reference checks, certification review, compliance, finalizing offers and completing the hiring process.
- Provide applicant information to the hiring manager prior to the interview.
- Keep regular communication with applicants to ensure they know when and where to interview, and that they have all the needed information at the time of interview.
- Follow up with applicants and reschedule if/when necessary.

- Learn and Master the Ability360 recruitment software system, ensuring notes, statuses, and other information is entered timely, accurately, and updated continually.
- Meet with hiring managers to identify and fill urgent and upcoming caregiver roles.
- Work closely with the Training Department to ensure caregivers are prepared and arrive for the correct training classes.
- Work directly with the Marketing Department to build and evaluate social, print and media recruiting campaigns as supported by data.
- Create and host virtual/online caregiver hiring fairs.
- Develop and lead internal recruiting projects such as employee referral and testimonials in coordination with Marketing.

Other Competencies:

- Calm and compassionate under pressure.
- Data oriented with great attention to detail.
- Proficient in Microsoft Word, Outlook, and Excel.
- Able to quickly learn new recruiting and operations software systems.
- Ability to work a flexible schedule with some travel to meetings and hosted events.
- Establishes and maintains effective internal working relationships with co-workers at all levels.

Work Environment:

While performing the duties of this job, the employee regularly works in an office setting. Local travel by car, 5%.

Position Type/Expected Hours of Work:

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 am to 5:00pm. Occasional evening and weekend work may be required as job duties demand.

Salary & Benefits:

Ability360 provides a competitive salary commensurate with experience with a complete benefits package including health, dental, vision, 403(b) retirement plan with employer match, paid vacation and paid sick time.

Ability360's Affirmative Action Policy:

Ability360 abides by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity, protected veteran status, disability, or national origin. Moreover, these regulations require that Ability360 take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability.

Further, Ability360 will not discriminate against any employee or applicant on the basis of any protected status under federal and Arizona law, including Title VII of the Civil Rights Act of 1964, as amended, the Age Discrimination and Employment Act, State Executive Order No. 75-5, the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act.

When applying for a job and being considered for employment, applicants are given a form prescribed by the US Department of Labor Office for Contract Compliance Programs (OFCCP) asking him or her to voluntarily disclose whether he or she has a disability. Applicants may complete this form understanding that the information on it is kept separate from their application materials or any subsequent personnel file. The information is for statistical purposes only as required by Federal law. An applicant who completes the form is not guaranteed a job or any special preference for a job.

Reasonable Accommodation:

Any employee, whether full or part-time, who requests a workplace modification or an alteration in policies, practices or procedures for purposes of providing an accommodation based on disability and performing the essential functions of the job is accommodated pursuant to Title I of the Americans with Disabilities Act.

Ability360 is fragrance Free!

Please do not wear scented products at Ability360 while at work, meetings and/or events. Thank you!

Revised 01/06/2021