



## **Tips for Recruiting, Hiring, Training and Supervising Personal Assistants**

### **RECRUITING PERSONAL ASSISTANTS**

Elara Caring does not provide you with personal assistants. It is your responsibility to recruit and screen candidates for employment. You may utilize many different sources to find potential personal assistants. These may include:

1. Colleges and Universities
2. Word of mouth – Family, friends, neighbors, and other people may know individuals who would be interested in working as a personal assistant
3. Career or employment agencies
4. Nursing homes or assisted living facilities – ask the personnel department for an individual who may be interested working as a personal assistant part time
5. Local newsletters/newspapers or job search websites – run small ads that can be specifically structured to your needs.

Contents of an advertisement may include:

1. A short description of the job
2. The days and hours of you need someone to work
3. The salary
4. Must be at least 18 years of age and eligible to work in the US

You bear all expenses in recruiting personal assistants.

### **HIRING PERSONAL ASSISTANTS**

#### **Telephone Screening:**

Before you set up an in-person interview with an applicant, you may want to screen the applicant over the phone. Screening will save time for both you and the applicant and the screening will assist you in deciding whom you would like to meet in person to interview.

You should describe the job to the applicant, including the hours you will need someone to work, the tasks that must be performed and the expected salary. You should explain the physical demands of the job as well. An applicant needs to know what to expect.

You should ask questions that will immediately help you decide if the applicant will fulfill your needs. The following are a few sample questions that you might ask during the telephone screening.

1. Have you ever been a personal assistant or done similar work?
2. If so, where did you work, what were some of the job tasks? How long did you work at that job?
3. Will you be able to work my scheduled hours?
4. What days are you able to work?
5. Are you willing to assist me with my personal needs (i.e. tasks listed in your plan of care)?
6. How do you feel about housekeeping chores?
7. Are there any household chores you are not willing to do?
8. Can you cook? What dishes do you like to cook?



9. Do you have reliable transportation to get to work?
10. Do you have a driver's license? A vehicle?
11. Are you 18 years of age or older?
12. Have you ever been convicted of a crime?
13. Are you able and willing to carry out the job requirements?
14. Are you eligible to work in the U.S?

These are just a few suggestions for screening an applicant over the telephone. Pay close attention to what the applicant says and try to get a sense of the person's attitude. You should only select people who sound good to you for a formal face-to-face interview. If the applicant appears appropriate, ask him or her to participate in a face-to-face interview.

If possible, we suggest that you do not conduct the interviews in your home. It is better to find a public place, to avoid people having your home address.

### **Face-to-Face Interviewing:**

Select the applicants that you liked best from your telephone interviews. Introduce yourself and try to make the applicant feel comfortable. The following are some suggestions of questions you might ask when you begin the interview:

1. Ask the applicant to complete an application form. We have provided a sample form, but you may develop your own.
2. Explain your disability the best you can and describe the job requirements in detail. Be as specific as you can. Review the necessary personal assistant tasks with the applicant.
3. Explain your expectations. It is important for the applicant to know that the tasks listed are required and must be completed in a timely fashion.
4. Ask the applicant why they would like the job. You may get some insight into his or her motivation.
5. Ask the applicant about jobs they have had in the past?

Please keep in mind that certain laws prevent you from asking job applicants about their:

1. Age or their birth date.
2. Race, national origin, sexual orientation, native language.
3. Health, disability, fitness.
4. Marital status.

You may want to ask for personal or employment references. Here are some questions to ask references:

1. Was the applicant dependable?
2. Did the applicant take direction?
3. Can the applicant work independently?
4. Did the applicant get along with co-workers and supervisors?
5. Would the reference recommend the applicant for this position?

By the end of your formal interview, you should have a better sense of whether or not you are interested in hiring the applicant.



## **Hiring the Applicant**

When you discuss hiring the applicant to be your personal assistant, you should agree on the starting date and time the applicant will begin working for you. You should also exchange phone numbers so that each of you may contact the other. You may want to have the applicant sign a Consumer Directed Personal Assistant Acknowledgment Form, outlining their responsibilities as your personal assistant. We have provided you with a sample form, but you may develop your own.

Immediately after hiring the applicant, you should notify the Fiscal Intermediary. Before starting work, the applicant must complete Elara Caring' personnel requirements, which includes:  
I-9 form;  
W4 form including the Notice and Acknowledgment of Pay Rate and Payday;  
Pre-employment physical (and a health assessment annually as required by Department of Health regulations);  
Proof of immunizations as required by Department of Health regulations.

Once he/she completes the required documents, the personal assistant may begin working for you.

## **TRAINING PERSONAL ASSISTANTS**

You should train your personal assistants how and when you want them to perform the tasks covered by your plan of care.

Below are some suggestions on how to train your personal assistants:

1. Explain your disability in as much detail as possible.
2. Explain any technical terms that the personal assistant may encounter.
3. Explain safety and universal precautions and emergency procedures.
4. Explain how to use all medical equipment that you may need.
5. Give detailed, step-by-step instructions how to do a certain procedure and explain the reasons why you need it done a certain way or at a specific time.
6. Throughout the training sessions, give recaps of your explanations to briefly review what you have already taught.
7. Ask for feedback and encourage questions.
8. Be patient and do not overwhelm the personal assistant with information. Try and be conscious of how best the personal assistant can effectively learn the procedures.
9. Explain the CDPAP program and go over the personal assistants' responsibilities.

## **SUPERVISING PERSONAL ASSISTANTS**

As an employer, you must supervise your personal assistants to ensure that they do all the tasks that you require. You should structure the job duties in a specific way by creating a detailed schedule so your personal assistants know what you expect and when you expect it during their work day. Whatever the task is, you should communicate your expectations.

You should give your personal assistants both positive and negative feedback. When the personal assistant does a task incorrectly, bring it to his/her attention and remind him/her of the



correct way. When the personal assistant does a task correctly, complimenting him/her can reinforce good behavior. If there are any problems with your personal assistants you should make a record of it since it might prove useful later.

You should remind your personal assistants that they must complete time sheets for their hours work and you must review them and attest to their accuracy. If you detect fraud, you should notify Elara Caring immediately.