

Consumer Employer Handbook: How to be an Employer

Empower yourself to be a successful employer. Consider the following when hiring and supervising your Attendants:

Determine your support needs

1. What needs to be done?
 - a. What is the job?
 - b. How does it need to be done?
 - c. How often does it need to be done?
2. What are the hours?
 - a. When do you need support?
 - b. Are the hours flexible?
 - i. Cleaning and laundry can be done anytime, but bathing and dressing may require scheduling
 - c. Create a weekly schedule
3. Who will supervise?
 - a. How do you define quality work?
 - b. Who will approve the time sheets?
 - c. How will you share your expectations with Attendants?

Find an Attendant

1. Create a job posting – Use every opportunity to post your job.
 - a. Newspaper – Costs may occur
 - b. County – Your county may have a job bulletin board you can use
 - c. College campuses
2. Applications – How do you prefer the person to apply: over the phone or in person?
3. Interviewing – This is a necessary step to find the best Attendant
4. Background checks – iLIFE conducts these on your behalf
5. Make a job offer – Clearly communicate your expectations by providing new hires with a statement of the job, rate of pay, job duties and a schedule of hours

Create a job application

1. Request the following information from job applicants:
 - a. Name, address and phone number
 - b. Training or education
 - c. Skills and work experience



Choice. With Confidence.

- d. References
 - e. Authorization to check references
 - f. Signature
2. Topics to avoid:
- a. Height/weight/sex
 - b. Age
 - c. Race
 - d. Marital status
 - e. Religion
 - f. Has children or plans to have children

Interview the Attendant

- 1. An applicant should be treated the way you want to be treated
- 2. Thoroughly describe the position and responsibilities
- 3. Ask open-ended questions to encourage more than a yes or no answer
- 4. Allow the person to ask questions
- 5. Thank the person for his or her time

Good interview questions

- 1. What kind of experience do you have?
- 2. What skills do you have that would help you complete this job?
- 3. What are you looking for in a job?
- 4. What motivates you to do your job well?

Prohibited interview questions

- 1. Are you married?
- 2. Do you have children? Are you planning to?
- 3. Are you dating anyone?
- 4. Have your wages ever been garnished?
- 5. Do you have a disability?
- 6. How often do you drink?
- 7. What is your religion?

Hire the Attendant

- 1. Come to an agreement about hours and rate of pay
- 2. Provide required forms to be filled out



Choice. With Confidence.

Create a positive professional relationship

1. Communication is key
2. Be clear, honest and fair
3. State your expectations

Evaluate the Attendant

1. Be constructive
2. Give specific examples of how to improve

Eliminate misconduct (when needed)

1. Examples of misconduct include:
 - a. Your Attendant is late or absent
 - b. Your Attendant fails to follow rules or complete work
2. If misconduct occurs, provide a progressive discipline schedule such as:
 - a. First occurrence: a verbal notice and expectations of improvement
 - b. Second occurrence: a written notice and expectations of improvement
 - c. Third occurrence: a 30-day notice
 - d. Fourth occurrence: termination
3. If the Attendant commits a crime, such as theft or fraud, the Attendant may need to be terminated immediately
 - a. Contact your Counselor to discuss the Attendant's actions and possible legal actions to be taken

Terminate the Attendant (when needed)

1. Termination may be necessary for many reasons, including:
 - a. The Attendant found another job
 - b. The Attendant failed to meet the job requirements
 - c. The Attendant showed up late or was absent too often
2. If your Attendant is terminated from your employment, send notification to the Counselor and iLIFE of the following:
 - a. Reason for termination
 - b. Date of termination