

# Self-Directed Supports



## Fiscal Agent Handbook for the Member/Employer

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This handbook is intended to give you, the Employer tips and tools as it relates to Employer tasks.

### **Employer best practices**

1. Clearly define and determine the job duties that your Employee will be performing
  
2. Determine other job criteria such as:
  - Number of hours needed?
  - How many workers are needed?
  - What time of day and what days do you need help? Can hours be flexible?
  - How you want the job performed and what quality means to you?
  - Type of supervision you will be providing and your supervisory style?
  - What is the hourly wage?
  - Define the job duties (lifting, transportation, etc)
  - Provide adequate training and follow-up. Anxiousness and turnover can occur if an Employee is unsure, overwhelmed, and unconfident of their job.
  
3. Provide proper forms and good communication to your Employees
  - Have an Employee packet for applicants to fill out
  - Have interview questions prepared
  - Have a job description so the Employee knows what to expect
  - Provide your Employee with a yearly evaluation that provides constructive criticism and positive reinforcement
    - When making the job offer, work with your care Manager and clearly relay pertinent information to your Employee i.e. job expectations, rate of pay, hours approved to work, and any other important details pertaining to their job.
  - Immediately acknowledge and give feedback (positive or constructive) so the Employee knows your expectations
  - Address concerns immediately and in a non-accusatory or non-judgmental manner so healthy discussions can occur
  
4. Look for other ways you can be a good Employer by:
  - Fair, consistent, honest, kind, patient, and respectful treatment of your Employee and their privacy
  - Understanding that retention is important to you and your cares
  - Knowing how to handle misconduct
  - Be sincere in your praise and give positive feedback often. Tell the Employee why you appreciated their efforts and that particular behavior.

- Help Employee find resolutions to problems. Help them critically solve issues that might arise. This builds confidence and the Employee is much more likely to remain in their job even when it is challenging.
- Compromise or brainstorming strategies can sometimes be a good solution
- Employees feeling appreciated can outweigh compensation
- Listen and pay attention to Employee 's ideas and what they are saying

5. If an Employee quits, get their notice and reason for quitting in writing.

### **How to find an Employee**

In many cases, you may know a friend or family member that you can hire. In other instances, you might need to post your job openings. Regardless of how you proceed, make sure you give the prospective Employee good information (outlined above) and follow a process. Keep in mind that there are many Federal and State laws and protections in place so an Employer does not discriminate based on age, disability, race, religion, national origin, sex, pregnancy, sexual orientation, and other legally protected statuses. For more information, refer to Federal and State laws. Sites include (not all-inclusive):

<http://www.eeoc.gov/facts/qanda.html>

<http://www.dol.gov/odep/pubs/fact/laws.htm>

1. Job postings can be used as follows:

- Newspaper advertisement(can be costly)
- Free online job posts:  
Indeed - <https://www.indeed.com/>  
Jobcenterof Wisconsin - <https://jobcenterofwisconsin.com/>
- Other online job search sites
- County or local ADRC that may have job boards or know someone who is looking for a job
- Local affiliation groups, churches, colleges, employment agencies, friends, relatives, etc.
- Respite Care of Wisconsin Job Board – <http://respitecarewi.org>

2. Applications

What to include on an application:

- Name, address, phone number, etc.
- Education, training, skills, and work experience
- References for you to call (with proper authorization)
- Signature of applicant for certification of truthfulness

Items that should not be included or asked:

- Personal information such as age, ethnicity, race, religion, marital status, height, weight, sexual orientation, anything dealing with children, etc.

Be sensitive to culture and diversity!

### 3. Interviewing best practices

- Determine the steps you will take to interview – via phone, in person, etc
- Be thorough and specific on the job responsibilities, hours, times, wages, start date, flexibility, etc.
- Ask open ended questions that allow deeper communication and gives you the chance to get to know the applicant
- If you have pets, discuss this with them in case they have pet allergies
- Answer any questions the applicant might have
- Do not ask any questions related to a person's personal attributes

#### Examples of interview questions:

- Have them describe their work experiences, skills, or any jobs they have had that relate to caregiving
- Give them some work-related scenarios relating to your individual care needs to see how they would best handle your caregiving support
- What makes them the best candidate for the job?

#### Questions that cannot be asked:

- Do not ask questions related to a person's personal attributes or situations such as:
  - Are you single?
  - Are you dating?
  - How many children do you have?
  - Are you catholic?
  - Do you have a disability?

The above is not an all-inclusive list. This is a guide to show you that personal questions should not be asked. Best practices focus on job tasks.

### 4. Gather references from the applicant so you can call their previous supervisors. References can provide great insight to future performance.

Suggested questions are:

- How do they know the applicant?

- What job duties did the applicant perform for them?
  - Ask about applicants, attendance, punctuality, teamwork, motivation, etc.
  - What are applicants strengths and weaknesses
  - Rank the applicant on a scale of 1-5 based on their performance
  - Would they rehire the applicant? Why or why not?
5. Choosing the best candidate and making a job offer is vital to your well-being. Be thorough in your job search. Once you make a decision, call the person you have chosen and offer them the job position. Be sure they understand their job responsibilities, the pay, hours, etc. so there is no confusion later on.

For those you did not hire, you may want to call them or send them a letter letting them know you chose someone whose skills best suited your needs.

Note: a background check will be completed on the person you chose and this person must pass the background check based on Wisconsin caregiver statutes and laws.

**Employer-related websites:**

- Department of Labor  
<http://www.dol.gov/>
- Employment laws: Disability and discrimination  
<http://www.dol.gov/odep/pubs/fact/laws.htm>
- Equal employment Opportunity  
<http://www.eeoc.gov/facts/qanda.html>
- Postings job in on the Wisconsin-based job site  
<https://jobcenterofwisconsin.com/>
- Understanding what Unemployment is  
<https://dwd.wisconsin.gov/ui/>
- Unemployment handbook:  
<https://dwd.wisconsin.gov/ui201/>
- OSHA information:  
<http://www.osha.gov/index.html>
- Workman’s Compensation  
<https://dwd.wisconsin.gov/wc/>
- OSHA and center for disease control:  
<http://www.cdc.gov>

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