



## **TIPS ON HIRING A DIRECT SERVICE WORKER**

### **FIND HELP:**

- ★ Family and friends can be helpful in finding Direct Service Workers.
- ★ Locate potential candidates on the Direct Service Workers Registry.
- ★ Check with the Department of Human Services at 1-866-801-3435.
- ★ You may want to advertise to find a Direct Service Worker.

### **Elements of a Complete Hiring Process**

#### **ADVERTISING**

#### **TELEPHONE INTERVIEW / INITIAL CONTACT**

#### **IN-PERSON INTERVIEW**

#### **CHECKING REFERENCES**

#### **MAKING THE OFFER**

#### **CONTACTING CANDIDATES WHO ARE NOT OFFERED THE POSITION**

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### **ADVERTISING**

Run an advertisement in the local newspaper or shopping circular, use community bulletin boards at churches, colleges, senior centers, or grocery stores.

#### **Composing your ad:**

- Be creative in your ad and include the number of hours needed, a brief description of duties, a telephone number, and a preferred time to call. For security reasons, do not list your full name or address.

### **TELEPHONE INTERVIEW / INITIAL CONTACT**

Develop a telephone interview to determine whether applicants meet the minimum requirements of the job before scheduling an in-person interview.

- Be honest about your needs, the requirements of the job, the pay, and the hours.
- Listen to your instincts; determine your level of comfort before meeting the applicant for the first time.

### **IN-PERSON INTERVIEW**

#### **What are you looking for in a candidate?**

- Skills
- Work experience and training
- Attitudes
- Personal qualities

**It is always best to write down the questions you plan to ask, and ask each applicant the same series of questions. This will help you in your hiring decision because you can compare the candidates' responses and qualifications.**

Sample Questions:

- Do you have experience as a caregiver?
- Why are you attracted to this job?
- Do you have transportation?
- What kind of training have you had?
- Are you willing to submit to reference and background checks?

**Let the applicant do most of the talking, so you can assess his/her qualifications. Take plenty of notes during the interview to help you remember the applicant's answers. Get a sense of the candidate as a personal attendant and as a person.**

**When you have completed each interview, thank the person for meeting with you and let him/her know your next steps, such as when you expect to make a decision and how you will let the people you have interviewed know of your decision.**

## **CHECKING REFERENCES**

### **Personal and Employment References**

- Always ask for and thoroughly check candidates' personal and employment references.
- Keep in mind, however, sometimes former employers will say good things about bad people or bad things about good people.

### **Criminal Background Checks**

- Do a criminal background check if you choose.
- Do not rely completely on a criminal background check when making your decision. A clean record does not guarantee that a person will be trustworthy.

For complete information on criminal background checks in Arkansas, you may call the Arkansas State Police Identification Bureau at 501-618-8500, or log on to: [www.ark.org/criminal/index.php](http://www.ark.org/criminal/index.php) , or click on the **Criminal Background Check Information** links on this website.

## **MAKING THE OFFER**

**After the in-person interview, reference and background checks, you should be ready to offer the job.**

- Make calls to offer the position in order of preference for hire.
- If there are more good candidates than positions, ask candidates who won't be hired if they would be available for emergencies, back-up, or future openings.

## **CONTACTING CANDIDATES WHO ARE NOT OFFERED THE POSITION**

**Timing and process are both important. Return calls to ALL candidates who applied.**

- Thank them for their interest in your position.
- Do not reject candidates not hired until after signing a hiring agreement with your newly chosen Direct Service Worker.

The following is an example of a Consumer / Personal Attendant Work Agreement:

## Consumer / Personal Attendant Work Agreement

This work agreement is between \_\_\_\_\_ (personal attendant)  
and \_\_\_\_\_ (employer).

I, \_\_\_\_\_ agree to work the following days and hours:

Days:	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
From:							
To:							

We agree that I, \_\_\_\_\_ will be responsible for  
completing the general tasks listed below in a way that \_\_\_\_\_  
(employer) prefers, during the agreed upon days and hours:

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We agree that changes to what is listed above can be made verbally and will be followed up by written documentation for both parties records.

I, \_\_\_\_\_ (Personal Attendant), agree:

(Initial beside appropriate agreements)

\_\_\_\_\_ When I leave during work hours, I will give approximate time of return, and when possible, will leave a phone number where I can be reached.

\_\_\_\_\_ When I will be late for work, I will call the employer as soon as I know.

\_\_\_\_\_ If I need to call for an unplanned absence, I will do so in a way that allows my employer the most time to find a replacement, preferably the evening before the shift begins.

\_\_\_\_\_ I will pay for any non-local calls that I may make from my employer's telephone.

\_\_\_\_\_ I will earn \_\_\_ days or \_\_\_ hours off per \_\_\_ days or hours worked.

\_\_\_\_\_ When I need time off, I will give at least \_\_\_ days or weeks notice.

**Other agreements not previously addressed between employer and personal attendant:**

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**WE MUTUALLY AGREE TO TREAT EACH OTHER WITH RESPECT AND SUPPORT AND WE WILL TRY TO BE FLEXIBLE AND WORK AT SOLVING PROBLEMS AS THEY ARISE.**

**TWO WEEKS NOTICE WILL BE GIVEN BY EITHER PARTY REGARDING TERMINATION OF THIS AGREEMENT.**

\_\_\_\_\_  
**Personal Attendant Name / Date**

\_\_\_\_\_  
**Employer Name / Date**