

Hiring Support Workers

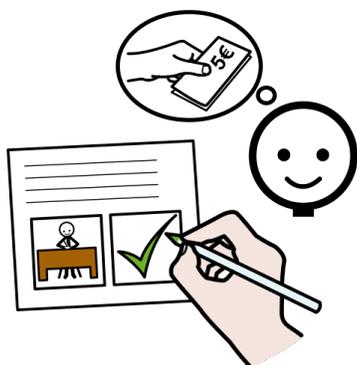
A Plain Language Guide By Cole Sorensen

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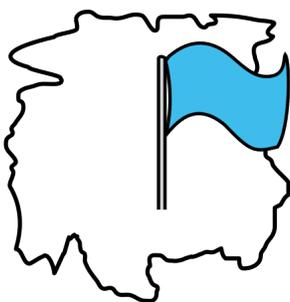


How to Use This Guide



This guide will teach you how to interview and hire your own support workers

There will be information and also examples and scripts that you can use to help you. You don't have to use these exact scripts, they are just examples.



A lot of this information can apply to anyone who is hiring support workers. But some of the information only applies to people who live in the United States, or in Minnesota.



Some of the words in this guide might be different than what you're used to, especially if you don't live in Minnesota. For example, some people call support workers "carers", "personal assistants", "personal care assistants", or "direct support professionals". Even if you use a different word, you can still use this guide.

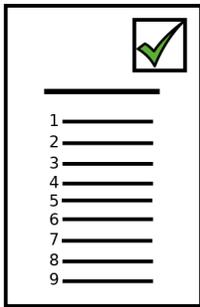
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How to Write an Ad



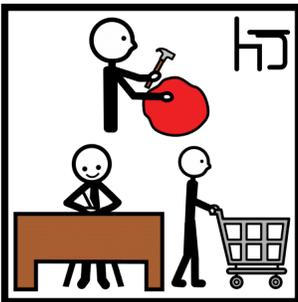
A job ad is what you post to tell people about the job opening. It gives them information about what the job will involve and what you are looking for in a support worker.



Your job ad should include:

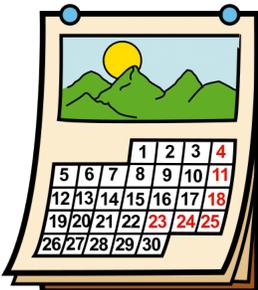
The things that someone will do in the job if they are hired

Information about you, if you want. You can say as much or as little as you are comfortable with.



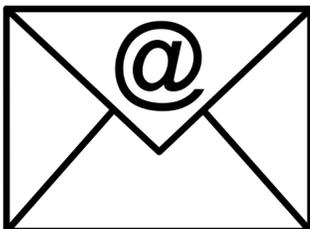
Qualities or skills you want the person to have

How many hours a week the job is and what the schedule will be like



How much the job pays and if there are other benefits like paid time off

Information about the hiring process, like if a background study will be required



How people should contact you if they are interested

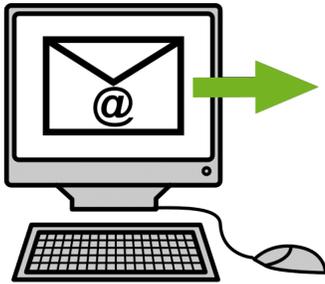
Example of a Job Ad

“I am looking to hire a support worker to help me in my home for 20 hours a week. I am a young adult with disabilities who needs help with chores, errands, and cooking. I live in Minneapolis.

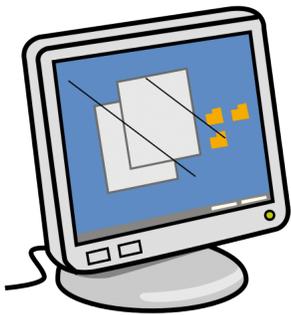
Job duties would include helping me make a schedule, driving me to errands and helping me with them, and cooking simple meals for me or doing light housekeeping like washing dishes. You need to have a driver’s license, and previous experience as a support worker is preferred. I also want someone who will treat me with respect.

The schedule is pretty flexible but I really need someone who has some weekend availability. The pay is \$17 an hour and paid time off is available. A background check and fingerprinting is required. If you are interested, please send me an email with your resume.”

Where to Post your Ad



There are a lot of different ways you can share your ad with people.



You can post it on an online service like directsupportconnect.com (Minnesota only) or care.com which are websites for people looking to hire support workers



You can post on a site like indeed.com which is for all kinds of job postings



You can post it in local Facebook groups or other places on social media



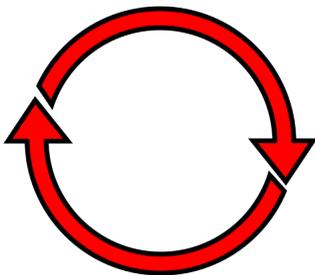
You can share it with people you know and ask them to share it with their friends too

You can take out an ad in a newspaper

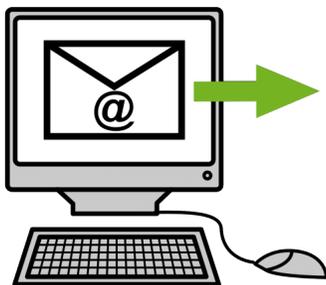
What to do if nobody applies



It can be hard to find support workers and it might take some time. If nobody applies right away, that is not your fault.



If you haven't gotten any replies for a few days or a week, you can repost the job ad. Some places like social media groups might have rules about how often you can repost something. You should look for if there is a rule like this, or look at how often other people repost their posts. Otherwise it might be considered spam.

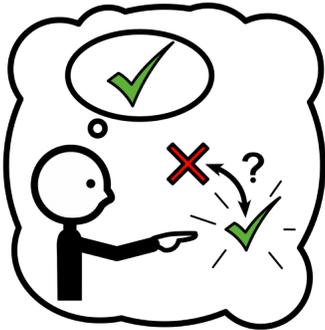


You can also try posting it in different places if you are not getting responses.

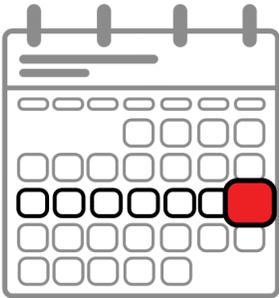


If it will put your safety or health at risk to not find a support worker right away, talk to your case manager. They might be able to help you get temporary staffing through an agency.

How to Set up an Interview with Someone who Applies



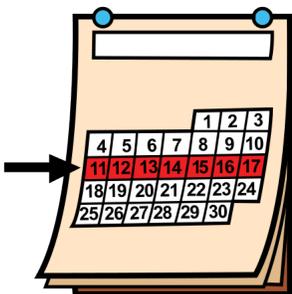
When someone applies, you should decide if you want to interview them. You can ask them questions first to make sure they meet the job requirements



If you decide you want to interview them, tell them you'd like to, and figure out a time when you are both available.



Tell them how and where the interview will happen, like if you want them to come to your home, meet at a community place, meet over video call, or meet over phone call.



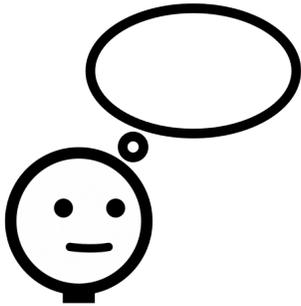
If you are interviewing several people, it can be helpful to set up the interviews within the same week or two, so they won't have to wait too long for you to decide who to hire.

Example of a Script for Setting up an Interview

“Hello! Thank you so much for your interest in this job. I would love to set up an interview with you to talk more about what I’m looking for and to get to know you a little more.

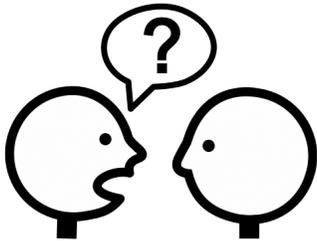
Are you available for an interview over Zoom next week? I am available on Thursday and Friday evening and Saturday during the day. If those times don’t work for you, let me know and we can figure out a different time.”

How to Prepare for an Interview



It can be really helpful to decide on interview questions ahead of time. You might want to write them down so you remember them.

Some things you might want to ask about in interviews are:

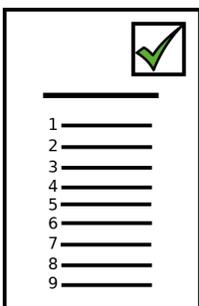


Their previous experience with helping people with disabilities

What experience they have with different tasks you need help with

What their availability is like and when they would be able to start working

How they would handle different situations that might come up in the job



You should also be prepared to share more information about the job. Your job ad gave some basic information, but the person might want to hear more about specific job requirements and what you are looking for.

Examples of Interview Questions

“Can you tell me about your experience working with autistic people?”

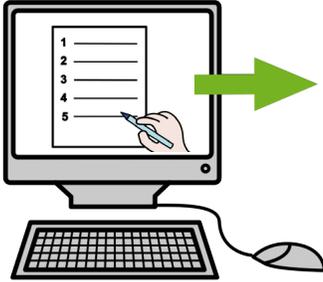
“This job requires you to help me transfer in and out of my wheelchair. Are you able to do that if I train you on how?”

“What days would you be available to work each week?”

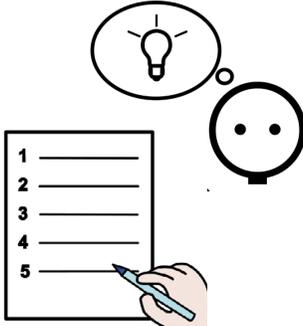
“What would you do if we were at the store and the cashier was directing all their questions to you and not talking to me, even though I’m the one trying to buy something?”

“I’m looking for someone who can stay in this job for at least 6 months. Do you think you would be able to do that if you are hired?”

How to Do Interviews



You can decide if you want to share the interview questions with the candidate ahead of time or not. Sharing interview questions before the interview can sometimes help people prepare and feel less nervous.



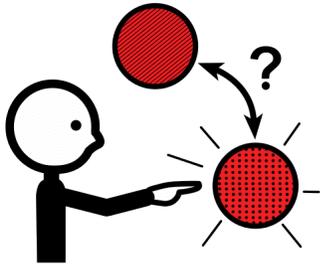
If you wrote down the questions or other information beforehand, you can look at them during the interview to remind yourself what you wanted to say. You can also take notes to help you remember what the person said.



At the end, you can let the person know when you will let them know if you want to hire them.

For example, you can say, “I will send you a message by the end of this week to let you know my decision”.

How to Choose who to Hire



Some different things that might help you decide who to hire are:

How you liked their answers

How comfortable you felt talking with them

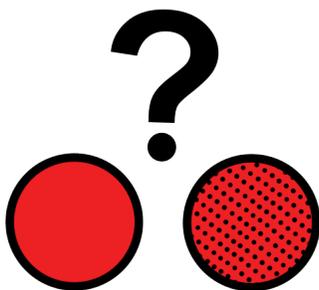
How much experience they have with the things you need help with

Whether their schedule works for you



The person you hire will be spending a lot of time with you, so feeling comfortable with them is important.

If you interviewed several people, you might need to choose which one you liked best



If you just interviewed one person, you would need to decide if you want to hire them or keep looking.

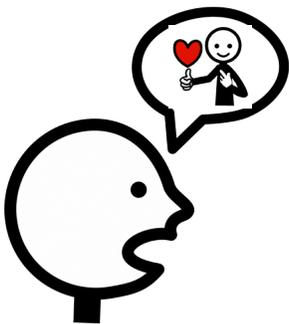
How to Tell Someone you Want to Hire Them



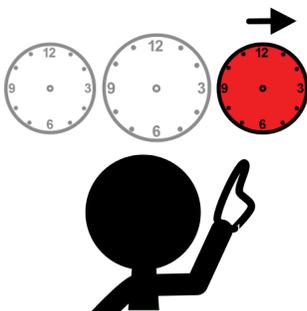
After you choose someone to hire, you should contact them. Try to contact them as soon as you make your decision, or within just a few days after you decide.



You can tell the person that you think they would be a great fit for the job and you'd like to offer them the job if they are still interested.



If you want, you can give them feedback on what you liked about them and why you chose them. You don't have to do this though.

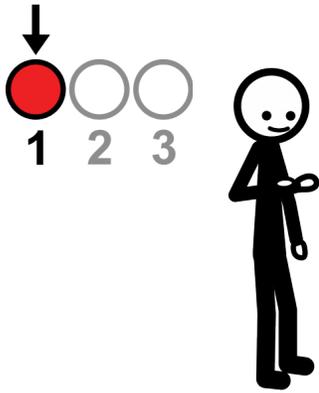


If the person says yes, you can give them more information about the next steps to get hired.

Example Script for Offering Someone a Job

“Thank you so much for your interest in working with me! I think you would be a great fit for the job, and I would love to offer you the position. I was really impressed by your experience and the way you talked about being willing to listen to me about the best ways to support me. Please let me know if you are still interested, and if so, I will send you the hiring paperwork.”

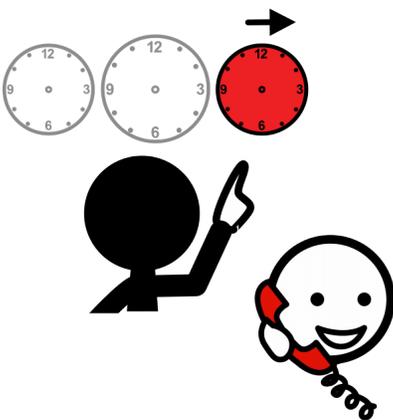
How to Tell Someone you Don't Want to Hire Them



If you are offering the job to someone else, you should wait until the other person tells you they will take the job before you tell the other candidates you won't hire them. If the person you offer the job to doesn't say yes, you might decide to hire the other person after all.



When you tell someone you won't be hiring them, you can thank them for their interest and let them know in clear language that you won't be giving them the job. If you want, you can offer polite feedback about why you aren't going with them.



If you thought the candidate was pretty good but someone else was a better fit, you can tell them that you might contact them in the future if you need to hire someone again.

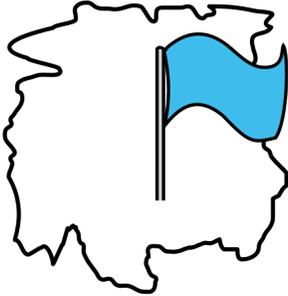
Example Scripts for Telling Someone They Didn't Get the Job

“Hello! Thank you so much for your interest in working with me and I really appreciate your time. Unfortunately, I decided to go with someone else for the job. It was a hard decision and you were a really strong candidate, but I decided to go with someone whose availability worked a little better for my schedule. If the position opens back up in the future, I will definitely reach out!”

OR

“Hello! Thanks so much for applying to this job. Unfortunately, I don't think you will be the right fit for this position, I'm really looking for someone with a little more experience doing this kind of work. I appreciate your time, though, and I wish you the best in finding a different position.”

Next Steps After you Hire Someone



This information applies to people in Minnesota. If you live somewhere else, the steps you need to take might look different.



Once someone accepts the job, you can send them the hiring paperwork. There might also be some parts of the forms that you will fill out. When everything is completed, you can submit the forms to your Financial Management Service agency.

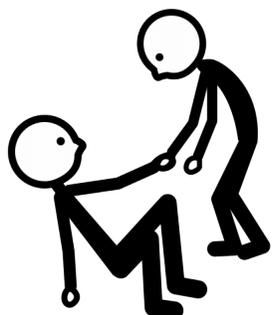


They might ask you or the person you are hiring to make some corrections to the forms.



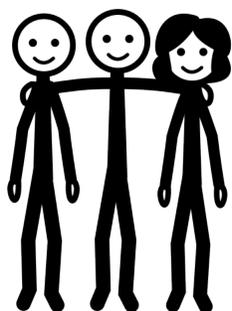
Your new support worker will probably have to do a background study and get fingerprinted. They will get sent the information for how to do that. Once you hear that the hiring has been approved, your new worker can start.

Who can Help you with Hiring Support Workers



There are lots of people who can help you with this process if you need it

Some of those people might be:

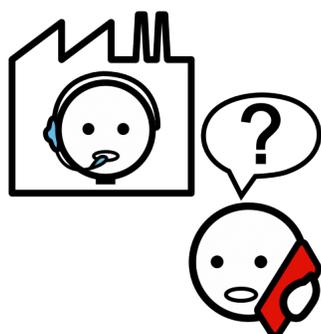


Your friends or family members

Other support workers you already have

A case manager or social worker

A support planner (if you are in Minnesota)



Not all these people will be able to help in the same way. You can ask the person what kinds of help they can give you with this process. For example, some people might be able to give information or advice, and some might be able to do things like help you write an ad or sit in on the interviews.