

# Recruiting

# RECRUITING

## Connecticut Community Care, Inc. Self-Directed Support Services

The preparation of this document was financed under an agreement with the Connecticut Council on Developmental Disabilities.

### Getting Started

So where do you start? Before you begin to look for your new personal care assistant, you need to decide what you are looking for. What qualities are important to you when you think about your new employee? Is she honest and dependable? Is he a good listener? Does she have a good sense of humor? You may not find someone with all the qualities you want. Decide what is most important and what is not required. What you look for will likely change over time, especially when you are hiring a variety of employees.

Now that you know what you are looking for, what do you do next?



#### Tip

*Hiring new employees may seem overwhelming at first. Don't worry. Take one step at a time, and ask others to help who are familiar with the process.*



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### Developing an Ad or Flyer

It's helpful if you advertise in a variety of places. While it's a good idea to include enough information about the job, it's usually not possible. This is especially true of a newspaper ad which needs to be short. Be sure to include the following:

- ☑ **Tasks employee will do** – personal care, driving, household tasks
- ☑ **Times needed** – during the day, evening or weekends
- ☑ **Where to call and/or email** – let someone know how they can contact you for more detail

The more eye-catching a flyer is, the more likely someone will respond. In a newspaper you aren't able to do this, so wording is important. Look for examples to help develop your own ad or flyer.

## Where Should I Recruit Employees?

Advertise the position you are looking to fill in a variety of places. However, keep in mind it is better to advertise in newspapers or places close to your home. Remember, some ways of advertising may cost a fee. Sometimes the cost is minimal, and sometimes it is very expensive. Start with ways that cost little to no money first. Here are some ideas for recruiting employees:

- ☑ **Newspaper Ads** – local newspapers work best. They are less costly, and people look for jobs in these papers all the time.
- ☑ **Bulletin Boards** – are usually located on college campuses, places of worship, community and recreation centers, youth centers, senior centers, fitness centers and grocery stores. This is a great way to advertise for free, and find someone in your community.

- ☑ **Word of Mouth** – this is often the best way to recruit someone since the person giving the referral is more familiar with your needs and personality. Sometimes a personal care assistant for a friend may be looking for additional hours with someone else. Let people know you are hiring.
- ☑ **CT Department of Labor** – has a Job Bank Web site you can register with and post a position. Go to their Web site at <http://www.ctdol.state.ct.us>.
- ☑ **Internet Registries** – more people are using this as a tool for recruiting employees. There are a number of sites to search for. One registry used in Connecticut is *Rewarding Work*. As an employer, you can pay a fee to access the registry of people interested in being personal care assistants. Go to: <http://www.rewardingwork.org>.

## Screening Potential People to Interview

Your first conversation with a potential employee is important. You do not have time to interview everyone that shows interest. Only choose the people you feel comfortable with on the phone and meet the qualities you require the most. Here are some suggestions for the initial phone calls you receive:

- ☑ **Provide** general information about the position – hours, rate of pay and important information and qualities.

- ☑ **Explain** your needs clearly – give details about the responsibilities of the position, your disability and support needs.
- ☑ **Listen** to what the callers say on the phone – do they mention some of the qualities you are interested in?
- ☑ **Ask** if they are still interested – if they are, set up an interview or say you will call back if interested.

# Looking For a Rewarding & Interesting Job?



## Are you...

- Dependable
- Honest
- Caring
- Someone who enjoys learning new things

## If so, keep reading...

Young woman who uses a wheelchair and lives in Bristol seeks support with personal care and daily living tasks. Various days / times available.

Contact person: (555) 555-0125

Name  
(555) 555-0125

Name  
(555) 555-0125

Name  
(555) 555-0125

Name  
(555) 555-0125

Name  
(555) 555-0125

Name  
(555) 555-0125

Name  
(555) 555-0125

Name  
(555) 555-0125

Name  
(555) 555-0125

Name  
(555) 555-0125

## Sample Newspaper Ads

Here are some examples of newspaper ads. Usually you are very limited with the amount of wording you can use. So you should say what is most important, and describe the rest of the details when they call.

**Personal Care Assistant** for young man with disability Mon.–Fri. early mornings. Call (555) 555–0125.

**Part-time Assistant** for adult with disability who uses wheelchair and needs personal care and support with household tasks. Various times. Call (555) 555–0125.

**Personal Assistant** for active young woman with disability to provide support with personal care, housework, and driving. Will train. Weekends. Call (555) 555–0125.



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## Screening Questions Continued

3. (If this applies) Do you have any concerns about dogs or cats?  
Do you have any problems assisting me with feeding, changing water, grooming, changing a liter box and cleaning up after the dog, other tasks as needed?  
Please discuss further.

### After Questions

Mention you will be setting up interviews. Ask them if they are interested in an interview (only if you are still interested in interviewing them – do not interview everyone you talk to). Set up a time to meet or say you will call them in the next day or so if you are interested in an interview – do not delay scheduling an interview for very long.



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Making a Difference for People with Disabilities and Their Families

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