How to Build a Healthy Employer/Employee Relationship

• Have open communication:
  o Be clear, honest and fair
  o Have reasonable expectations of job duties
  o Ensure mutual respect and dignity
  o Appreciate good work – verbal praise or thanks
  o Deliver negative feedback in a respectful, calm manner
  o Give specific examples of how to improve

• Follow up immediately with any employee misconduct which could include:
  o Tardiness
  o Absence
  o Failure to complete work

• Do not make any inappropriate references regarding:
  o Race
  o Age
  o Sex
  o Sexual orientation
  o Religion
How to Find an Employee

(Things to Consider)

Who can I hire?
- Friends
- Neighbors
- Church members, social club members
- Co-workers
- Roommates
- Family members or other relatives

How can I find someone to hire/provider services?
- Websites
- Caregiver website: http://respitecarewi.org/
- Flyers
- Schools, Churches
- Newspaper Ads
- Asking Friends and/or Family
How to Hire Your Employee

What is the hiring process?

• Application - How do you want a person to apply?
  o Phone
  o In person
  o Paper application (see below)

• Interviewing
  o Do I want to complete a formal interview?
  o Where would it take place?

• Offering an employee a job – What they need to know:
  o Job description.
  o Rate/ hours.
  o Duties.

If I chose to use a paper application, what can be included?

• Name, address, phone number
• Training or education background
• Skills and work experience
• References
• Authorization to check references
• Signature
• Do NOT include – Height, weight, sex
Orientation and Training for your Employee

What orientation and training is needed?

- What needs to be done - specific job tasks
- What are my needs
- How does it need to be done - what are my preferences
- When does it need to be done
- What are the hours
- Is it flexible or is it not flexible
- Who will supervise
- Work quality - how is it defined
- Where do I want to receive my services - home, workplace, doctor office
- Timesheet approval - who is approving and how will it be done
Responsibilities of an Employer

How will I supervise and provide disciplinary action to employees?
- Through Informal feedback
- Written feedback

Who will be my emergency back up?
- You and your team develop a back up plan in case your caregiver is unable to assist you.

What are my responsibilities regarding time cards?
- Ensuring time cards are filled out correctly.
- Signing time cards is an indication that you are agreeing that the time entered on the time card is correct.
- Submitting the time cards to the fiscal agency for timely payment.
How to Interview an Employee

Interviewing Tips

• Remember the Golden Rule: Treat each candidate the way you want to be treated.
• Thoroughly describe the position, responsibilities and schedule
• Ask open ended questions which encourages more than a yes or no answer
• Always allow the person a chance to ask questions
• Always thank the person for their time

Questions to Ask

• What kind of experience do you have?
• What skills would help you in this job?
• What are you looking for in a job?
• What motivates you to do your job well?
• Are you able to perform the job tasks?

Questions NOT to Ask

• Are you married?
• Do you have children?
• Are you dating anyone?
• Have your wages been garnished?
• Do you have a disability?
• How often do you drink?
• What is your religion?
**Who Does What?**

(Employment Related Tasks)

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<th>Employment-Related Tasks</th>
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<td>Writing a job description, screening applications, interviewing, offering position</td>
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<td>Deciding wages</td>
<td>Member/Guardian</td>
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<td>(Consideration for Wages; a resource to offer members to determine employee wages.)</td>
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<td>Orientation and training for employee</td>
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<td>Supervision and work performance evaluation of employee</td>
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<td>Emergency back up coverage</td>
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<td>Signing off on employee time cards</td>
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<td>Submitting time cards</td>
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<td>Monitoring for any false or fraudulent timecard submissions and reporting to your IDT</td>
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<td>staff.</td>
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<tr>
<td>Completing background checks and other new hire documents</td>
<td>Fiscal Agent</td>
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<td>Processing payroll</td>
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<td>Payroll deductions (taxes, workers comp)</td>
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