

How to Build a Healthy Employer/Employee Relationship

- Have open communication:
 - Be clear, honest and fair
 - Have reasonable expectations of job duties
 - Ensure mutual respect and dignity
 - Appreciate good work – verbal praise or thanks
 - Deliver negative feedback in a respectful, calm manner
 - Give specific examples of how to improve
- Follow up immediately with any employee misconduct which could include:
 - Tardiness
 - Absence
 - Failure to complete work
- Do not make any inappropriate references regarding:
 - Race
 - Age
 - Sex
 - Sexual orientation
 - 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?
 - Phone
 - In person
 - Paper application (see below)
- Interviewing
 - Do I want to complete a formal interview?
 - Where would it take place?
- Offering an employee a job – What they need to know:
 - Job description.
 - Rate/ hours.
 - 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)

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