

CATHOLIC CHARITIES

**SELF-DIRECTED  
HOME CARE SERVICES**

HOW TO  
**Find The Right Worker**



**888-477-2263**

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There are many ways to look for a Home Helper:

- ① Word of mouth is often best, so seek recommendations from a trusted friend or relative.
- ② Catholic Charities can provide you with advertising posters which you are invited to post in a location that people will see. When someone calls our office, we will pass their contact information on to you, so that you may interview them.

Here are some places to hang posters:

- Church bulletin board
- Apartment building lobby
- Senior center
- Community center, local library, town hall
- Grocery store
- Hair salon
- Coffee shop
- Elks Lodge or Bingo hall
- Local schools
- Hair salon/Barber shop

- ③ Advertise in the local newspaper.

### **Screening:**

Screening means identifying good prospects while eliminating those who are not a good fit. When a person calls you in response to your ad:

- Ask them to tell you about themselves
- Tell them what you expect them to be doing
- Ask some basic questions to eliminate unqualified candidates:
- Do you have experience as a caregiver?
- Do you have a driver's license?
- Are you currently working?
- Why are you attracted to the job?
- Do you feel comfortable transporting me in your vehicle?

### **Interviewing:**

After you have screened out those you are unsure of, set up a face to face interview with those who sound like they are a good fit to be your Home Helper.

At the interview you can ask additional questions such as:

- How do you feel about caring for another person?
- Do you have experience cooking for others?
- What is your experience with housekeeping tasks?
- What time commitment are you willing to make?
- Is there anything in the job description that concerns you?
- Do you have transportation?

Personal questions are not allowed to be asked in an interview. This would include questions about a person's age, religion, gender, and disability.

### **Reference checks:**

Once you have selected the person you think is best for the job, we recommend that you check two references. Ideally, at least one should be from somebody who employed the person. A sample form for checking references is attached.

All reference checks should be conducted using the following guidelines:

- treat all candidates fairly and consistently
- ask only for information which is relevant to the candidate's skills and qualifications
- disregard information about which the provider does not have first-hand knowledge or which is unrelated to the individual's skills or performance
- protect the confidentiality of the process and the privacy of the applicant whenever possible by sharing only the information needed to secure the reference. Treat names of other individuals in the search, salaries, and personal information as confidential.

## Sample Reference Check Form

Applicant Name \_\_\_\_\_

Date of Contact \_\_\_\_\_

Person Contacted \_\_\_\_\_

In what capacity did you know this person? \_\_\_\_\_

For how long? \_\_\_\_\_

If they worked for you, what was the reason they left your employment?

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Based upon your observations of the applicant's performance, please comment on their:

Strengths:

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Weaknesses:

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How would you describe their ability to get along with others?

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How would you describe their dependability?

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I am hiring this person as a homemaker to assist me with housekeeping, laundry, food preparation, and errands. Is there any reason why you think this would not be a good job fit for this person?

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Finally, now that you've found the right person to be your Home Helper, there is one more step to complete. You must request a background check, ask your candidate to complete it, then send it back to Catholic Charities.

## **BACKGROUND CHECKS:**

Background checks are required for all Self-Direct Home Helpers before they can begin working.

Background checks are provided to you as a courtesy by Catholic Charities.

### **We will not hire any person if they have:**

- any criminal conviction that involves client abuse, neglect or exploitation;
- any criminal conviction in connection to intentional or knowing conduct that caused, threatened, solicited or created the substantial risk of bodily injury to another person;
- any criminal conviction resulting from a sexual act, contact, touching or solicitation in connection to any victim; or
- any other criminal conviction, classified as Class A, B or C, or the equivalent of any of these, or any reckless conduct that caused, solicited, threatened, or created the substantial risk of bodily injury to another person within the preceding two years. Employment of persons with records of such convictions more than two years ago is a matter within the Provider's discretion after consideration of the individual's criminal record in relation to the nature of the position.

**First:** Fill in your information on Self-Direct Option Background Authorization Form.

**Second:** Ask the potential worker to complete and sign the form.

**Third:** Return the completed form to the Human Resources Department at Catholic Charities Maine.

You will receive a call when the Home Helper may begin providing services.

### **If we find that there is a driving or criminal charge, we conduct a risk assessment:**

**First:** We will speak with the potential worker.

**Second:** We will call you to make sure that you are aware of the charges and still want the applicant to provide services.

**Third:** The risk assessment is sent to the Human Resources for approval.

**Fourth:** You will receive a call if the applicant may begin providing services.

**Fifth:** If the candidate does not pass the background checks, you will be notified so you can inform them and select another person to be your Home Helper.

If you change or hire additional Home Helpers, you must request and complete another background check before they may begin.

There is no limit to the number of Home Helpers you may hire or employ.