



Long-Term Care Foundation

of Washington State

How the Long-Term Care Foundation Can Help Support Adult Family Homes with Recruiting Staff

Presented by: Shereice Brown, Workforce Development Manager
Zenaida Almodovar, Workforce Development Specialist
Cassheina Penfield, Recruiting Specialist

Agenda

- Recruiting best practices
- Job description/job posting
- Recruitment outreach strategies
- Selection process
- Phone Screen
- Interview questions
- Reference checks
- Pilot Program update



Poll Question #1

When hiring someone,
what is most
important to you?

- A) Experience
- B) Skills
- C) Customer service
- D) Potential
- E) Cultural fit

What does recruitment involve?

Identifying the hiring need

Writing the job description

Review applicants

In-person Interviews

Job offers

Recruitment plan

Advertise the position

Phone Interview/Initial Screening

Background Check

Hiring/onboarding



Steps to the Recruitment Process

Step 1



Identify your hiring needs

Step 2



Prepare the job description

Step 3



Create a plan

Step 4



Start searching for potential candidates

Step 5



Reach out to potential candidates

Step 6



Phone interview

Step 7



Interview them in person

Step 8



Offering the job



Job Description

A job description is a document that outlines the specifics of a job. It defines the role of a position and the ideal candidate to fill it.

Job Posting

A job post is an announcement of and advertisement for an open position. Job post should be short, easy to read, and include only the most essential information about the role.

How to Write a Job Description

1. Use an accurate job title
2. Write a brief summary paragraph
3. Create a list of responsibilities
4. List the essential qualifications
5. Have someone proofread it
6. Make sure it is easily accessible for employees





Sample Caregiver Job Description

We are seeking an attentive and trustworthy caregiver to join our staff in providing care to our residents. The caregiver will plan and follow a daily care schedule with residents, follow care plans, and report on any new conditions or needs that may arise.

Responsibilities

- Assist residents with activities of daily living, including bathing, dressing, grooming, toileting, eating, transferring, and mobility.
- Engage residents in meaningful conversation, socialization, and activity while providing personal care assistance.
- Responds to all resident needs and/or requests for care promptly and provide or obtain assistance with care, as necessary.
- Keep the environment safe and clean for residents.
- Always observe and uphold resident rights.
- Observe residents for changes in physical, emotional, mental, or behavioral condition, unusual symptoms, accidents, injuries, or unusual occurrences, and report promptly to supervisor
- Perform other duties as assigned.

Requirements

- Proven experience as a **caregiver**
- Excellent knowledge of emergency response and first aid (CPR) cardiopulmonary resuscitation
- Knowledge of housekeeping activities and cooking with attention to dietary constraints
- Willingness to adhere to health and safety standards
- Respectful and compassionate
- Good time management skills
- Outstanding communication and interpersonal skills
- Strong ethics
- Physical endurance
- High school diploma or equivalent

Benefits

- Free CNA (Certified Nursing Assistant) or HCA (Home Care Aide) training available to committed applicants
- Work/Life Balance, consistent/flexible schedules
- Opportunity for growth within the organization
- Employee recognition and rewards
- Bonus offered for 24-hour shifts
- Hands on training

I have read the above job description and fully understand the conditions set forth, and if employed as a Caregiver, I will perform these duties to the best of my knowledge and ability.

Employee Signature

Date

Supervisor Signature

Date

Why is this position open?

What type of person is the ideal candidate for this position and will fit with your company culture?

What type of personality usually succeeds in this role?

How many caregivers on staff? Resident per caregiver ratio?

What are skills must-haves and what skills are nice to have but not required?

Do you offer any benefits or perks that stand out?

What is the biggest selling point of your job opportunity?

What is the best way to attract candidates to your position?

Questions to Think About When Writing a Job Posting

Tips for Writing a Job Posting

Choose relevant job titles

Make your job posting easy to look at

Set clear expectations

Keep the content of the job posting brief

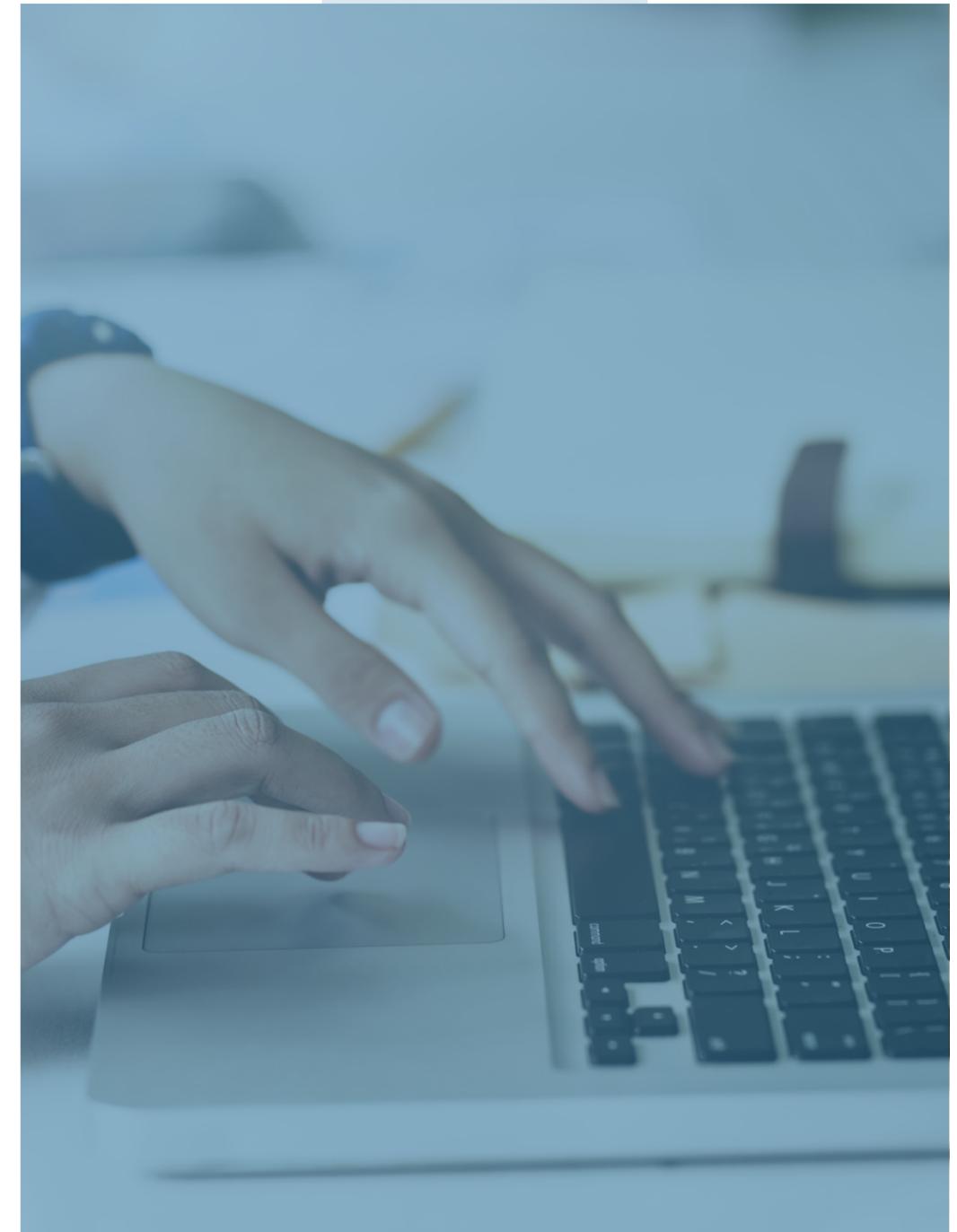
Capture the candidate's attention

Include the location of the job

Include compensation

Be honest

Ask for help



Job Posting Structure

01



Introduction

02



Pay range,
benefits,
and perks

03



Duties &
responsibilities

04



Requirements &
Qualifications

05



Describe the
interview process

Sample Caregiver Job Posting

Job Overview

As a caregiver at Your AFH Name, you'll build relationships, improve the quality of life and serve elderly in need of love and care. Your goal will be to help individuals enjoy life by helping them perform their simple daily functions. Your compassion and diligence as a caregiver will bring joy into the lives of the residents you work with and help them feel encouraged, involved and loved.

The ideal candidate will be patient and friendly with excellent communication skills. You should be able to follow instructions and perform a variety of tasks to help residents.

Benefits

- Flexible schedule
- Paid time off
- Free training available/certification assistance

Job Responsibilities

- Help residents take prescribed medication
- Assist residents with ambulation and mobility around the house or outside
- Assist residents with personal care and hygiene
- Help residents with physical therapy exercises
- Plan and prepare meals
- Perform light housekeeping duties
- Report any unusual incidents
- Act quickly and responsibly in cases of emergency

Job Skills & Qualifications

Required:

- Proven experience as a caregiver
- Excellent knowledge of emergency response and first aid (CPR)
- Knowledge of housekeeping activities and cooking with attention to dietary constraints
- Willingness to adhere to health and safety standards
- Respectful and compassionate
- Good time management skills

- Outstanding communication and interpersonal skills
- Strong ethics
- Physical endurance
- High school diploma or equivalent

Preferred:

- CPR/First Aid
- HCA or CNA license

Apply Now!

For interested candidates that are looking for more information please email me at shereice@lctfwa.org.



Poll Question #2

What recruitment strategies have been the most effective?

- A) Word of mouth
- B) Job posting sites
- C) Job fairs
- D) Training schools
- E) Students/volunteers

Treat candidates like customers

Social media

Employee referral program

Update job description/job posting

Search for resumes online

Consider past candidates

Include company website

Recruitment Outreach Strategies



How to Stay Compliant During the Interview

- Give everyone a fair chance
- Don't ask inappropriate interview questions
 - How old are you?
 - Are you a U.S. citizen?
 - Do you have or plan to have children or are you pregnant?
- Don't discuss sensitive information

Interview Questions



Include a number of questions that will help you get to know the candidate.

Open-ended questions encourage candidates to provide longer responses and to expand on their knowledge, strengths and job experiences.

Closed-ended question can enable the employer to receive direct responses and specific information from the candidate.



Open-ended Questions

*Tell me about your past work experience?
What are you looking to gain from your next position?
Why do you want to work here?
Why did you leave your last job?*



Closed-ended Questions

*How many years of experience do you have?
How long did you work for your previous employer?
How many times were you late for work last year?
Have you worked under pressure before?*

Phone Screen Tips

- Schedule the phone screen around the candidate's availability
- Create a connection with each candidate
- Ask focused interview questions
- In-person interview strategies
- Don't multitask during the interview





What to Look for During a Phone Screen

- Level of interest
- Positive attitude
- Good communication skills
- Availability
- Salary expectations
- Job history and qualifications



Caregiver Phone Screen

CANDIDATE NAME		CONDUCTED BY	
INTERVIEW DATE		INTERVIEW START TIME	INTERVIEW END TIME
POSITION TITLE		ADULT FAMILY HOME	
DESCRIPTION OF POSITION BEING FILLED			
DATE AVAILABLE		SALARY RANGE	

Tell me about yourself.	
What made you choose to apply to be a caregiver?	
Are you familiar with the adult family home setting?	
How would you describe your attendance?	
Do you have any certifications or experience in healthcare? Mental Health Dementia NAR (Nursing Assistant Registration) CNA (Certified Nursing Assistant) HCA (Home Care Aide) Nurse Delegation/Diabetes DD Specialty Please note: The LTCF does provide the funding to create more long-term care workers. If selected for the position, there is an opportunity to get training paid for along with reimbursement for training hours and testing fees.	

Imagine that you are finding a caregiver for one of your loved ones. What traits or skills would be most important to you for his caregiver to have?	
If I checked your references, what would they say about you?	
Are there any restrictions on your working availability?	
Do you have any lifting restrictions?	
Continuing Education	
Covid Vaccine Booster	
Are you authorized to work in the United States? Social Security Number?	
Recent TB test or chest x-ray	

	POOR	FAIR	GOOD	EXCELLENT	COMMENTS
WORK EXPERIENCE					
SKILL SET					
PROFESSIONALISM					
ATTITUDE					
EDUCATION					
ENTHUSIASM					

COMMENTS Provide any additional comments to support your assessment and recommendation.		
RECOMMEND FOR HIRE	NOT A MATCH	DECISION NOT YET MADE

Follow Up

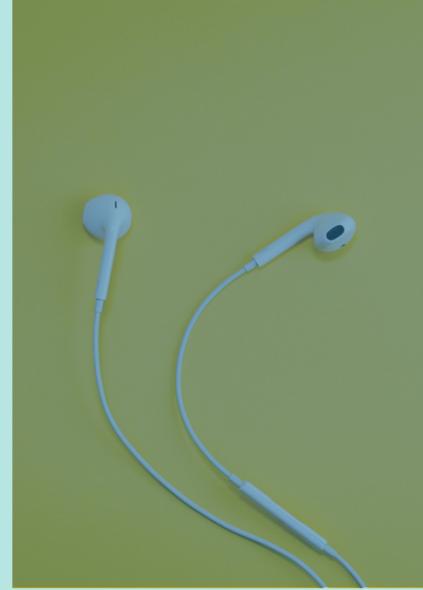
Tips for in-Person Interviews



Make eye contact



Ask open-ended questions



Listen



Take notes



Keep questions focused on the job

A person is reviewing a resume on a laptop. The resume is open on a clipboard, and the person's hands are visible. The resume has sections for 'PROFILE', 'JOB EXPERIENCES', and 'EDUCATION'. A blue overlay is present on the right side of the image, containing the text 'Selection Process'.

Selection Process

- Trust your instincts
- Look at talent and cultural fit
- Look past the resume
- Evaluate work ethic and attitude
- Experiences and accomplishments

- Employers get additional information on the candidate's performance, behavior and other traits.
- Can help avoid hiring an undesirable candidate with timely information through reference checks.
- Examples of references check questions to ask:
 - What was it like to work with this candidate?
 - What are this candidate's greatest strengths?
 - Would you recommend this candidate?

Reference Checks

Sample Reference Check Form

(Please be sure to notify the candidate, in advance, that you will be checking his/her references. Obtain the candidate's permission before contacting his/her current employer.)

Candidate's Name:

Position for Which Job Candidate is Applying:

Name of Reference:

Job Title of Reference & Relationship to Candidate (supervisor, co-worker, human resource manager, etc.):

Company/Employer's Name:

Date Contacted:

(Candidate Name) has applied to (Your Company) for a position of (Position Title) and he/she have provided your name as a reference. Is this a good time to talk or would another time be more convenient? Here is a brief overview of the responsibilities of the position:

Record responses from the individual providing the reference. Modify, add, or delete questions as necessary based on the requirements of the vacant position.

Please confirm that this individual was employed by you from _____ (hire date) until _____ (term. date), as _____ (job title).

How long have you known this individual?

Why did this individual leave your place of employment?

Is this individual eligible for re-employment by your company? If not, why?

Please describe this individual's major accomplishments while he/she was employed by you.

Please describe areas in which the individual needed to improve his/her work performance.

Did this individual complete work tasks or projects in a timely manner?

Did this individual report to work on time on a consistent basis?

Would you describe this individual as a self-starter? Why or why not?

How would you describe this individual's communication style?

Did this individual interact and communicate effectively with co-workers and customers?

While employed by you, did this individual experience any conflicts with his/her co-workers or supervisors?

Additional job-related information:

Form completed by:

Keep a copy of this completed form and add to employee file

Recruiting Specialist

Identify qualified candidates through various recruiting and sourcing strategies and build and maintain relationships with long-term care workers.

- Posting job advertisements
- Screening applicants
- Interviewing candidates
- Scheduling interviews for candidates for adult family home providers

You can reach Cassheina Penfield at cassheina@tcfwa.org



Poll Question #3

Have you heard about
the Long-Term Care
Foundation's
Pilot Program?

A) Yes

B) No

What is it?

The Pilot Program helps assist eligible adult family homes to recruit, train, and retain new qualified long-term care workers.

How does it work?

The Pilot Program helps to provide a sponsorship benefit to cover the cost of the training necessary for your caregivers to become a certified long-term care worker and an opportunity to further long-term care worker development.

Reimbursement for completion of training hours for trainings that result in a certified long-term care worker. Reimbursement of application and testing fees to start the certification process.

How can I apply?

You can find more information and download the Pilot Program applications under the Training section on our website at

www.longtermcarefoundationwa.org/pilot-program

Who can help me with this process?

For questions or additional information about the Pilot Program, please contact Shereice Brown, Workforce Development Manager.

shereice@lctcfa.org

360-764-7438



Pilot Program Breakdown

Funding

Helps provide the funds necessary for your caregivers to become certified long-term care workers

Qualifying

Only Medicaid-contracted adult family homes are eligible to participate in the pilot program

Sponsoring

You may sponsor more than one individual

Applying

Simple application process

www.longtermcarefoundationwa.org/pilot-program

Please send Pilot Program applications to Zenaida Woosley-Almodovar,
Workforce Development Specialist

[**zenaida@ltcfwa.org**](mailto:zenaida@ltcfwa.org)

Pilot Program Updates

- Application process
- Your role as the provider
- The caregiver's role
- Check-ins
- Online applications coming soon

Questions?

Stay Connected!

 www.longtermcarefoundationwa.org

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 info@lctcfa.org

