



**Long-Term Care Foundation**

of Washington State

# **HR Best Practices: Recruiting, Hiring, and Onboarding**

**Presented by:**

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# Identifying Hiring Needs

- What qualities are essential for success in this position?
- Do I need a caregiver that is already trained or am I willing to train the right person?
- Do I need a full-time or part-time employee?
- Have I created a job description that includes job functions and other key information?
- Define your short-term and long-term hiring plans and needs

# The Importance of Writing a Clear Job Description

- Recruits the best candidates for the position
- Expectations are established
- Empowers communication
- Protects you legally
- Facilitate recruitment and training

# Key details to Include in A Job Description

- Job title
- Job summary
- Responsibilities and duties
- Qualifications and skills
- Salary and benefits

# Sample Job Description

## Full Job Description

### Job Summary:

Job Type: Full-time

Pay: \$15.00 - \$17.00 per hour

**Garden Springs AFH** is looking for a Caregiver to join our growing team!

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

To succeed as a Caregiver you should be patient, empathetic, and have strong people skills. You should be observant and committed to making the residents feel safe and comfortable.

### Responsibilities and Duties

- Assisting with personal care
- Basic food preparation
- Transfer and mobility assistance
- Health monitoring
- Light housekeeping
- Provide companionship
- Help assist with medications if nurse delegated

# Sample Job Description

## Qualifications and Skills

- Current CNA/HCA Certification, willingness to obtain Nurse Delegation.
- Heavy care experience so that you are comfortable helping any one of our residents.
- Must be able to lift at least 50 lbs.
- Excellent English skills, both speaking and writing.
- Current caregiver certification, with criminal, credential, and reference checks.
- Extremely high personal integrity and reliability.
- At least 2 years of successful experience providing to seniors.
- References of former supervisors going back three years.

## Benefits

- \$200 signing bonus - ask for details!
- Guaranteed \$22 - 23 per hour
- Health insurance
- 401(k) with match
- Free continuing education units
- Paid orientation
- Supportive work environment
- Employee referral bonus
- Paid sick leave
- Free direct deposit
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## License:

- HCA/CNA (Required)

1

# Resources to Find Caregivers

- Word of Mouth
- Social Media
- Community Colleges
- HCA/CNA Training Schools
- [www.indeed.com](http://www.indeed.com)
- [www.connecttocarejobs.com](http://www.connecttocarejobs.com)
- [www.worksourcewa.com](http://www.worksourcewa.com)
- [www.mycnajobs.com](http://www.mycnajobs.com)
- [www.care.com](http://www.care.com)



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# How to Write A Good Job Posting

- Job posting should be easy to read
- Include a company overview
- Provide an overview of the position
- Summarize the personality characteristics of good candidates
- List the position's responsibilities
- List the job requirements
- Provide additional information



# 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

# Interviewing process

- Documentation
- Consistency
- Interview Guide is vital to a successful hire, can help you find the right candidates more easily and help reduce interviewing mistakes.
- The interview process should always be centered on hiring candidates who are an excellent fit for your organization.

# 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 questions can enable the employer to receive direct responses and specific information from the candidate.

# Interview Questions

- **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 position?

- **Close-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?



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# After Interviewing

- Be clear about next steps in the interview process
- Review the notes you took during the interview
- Analyze each applicant that came in for an interview
- Make the final candidate selection

# Key Selection Criteria

- Application documentation- Resume and cover letter
- Knowledge- the knowledge to successfully perform the job duties given
- Skills- Do they have the necessary skills to do the job?
- Education- qualifications to perform the job
- Experience- relevant career or industry
- Personal Suitability- how close a fit they are with the team and company

# Reference Checks

- 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 reference 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?

# Background Checks

- DSHS Background Check is done prior to employee's first day
- Background Check is valid for 2 years
- Fingerprint Background Checks
- Conditional offer letter
- Result Letters in employee file
  
- Background Check Results
  - No Record
  - Review Required
  - Disqualify
  - Additional Information Needed





# Hiring Documentation

- Offer Letters
- I-9
- W4
- Job Descriptions

I-9 [www.uscis.gov](http://www.uscis.gov)

W-4 [www.irs.gov](http://www.irs.gov)



# Social Security Numbers

- You must verify that each new employee is legally eligible to work in the United States.
- You are required to get each employee's name and SSN and to enter them on the form W-2.
- The Social Security Administration offers [Social Security number \(SSN\) verification](#).
- Any employee without a Social Security card should apply for one using [Form SS-5, Application for Social Security Card](#).



# Paid Sick Leave

- As an employer, you must offer paid sick leave for your employees.
- At minimum, you must provide one hour of paid sick leave for every 40 hours worked by an employee, regardless of full-time, part-time, temporary, or seasonal status.
- You must pay your employee's normal hourly rate for paid sick leave hours that they use.
- Employees can use their paid sick leave to care for themselves or their family members no more than 90 days after they start working.
- <https://lni.wa.gov/workers-rights/leave/paid-sick-leave/#employers-responsibilities>

# Why is onboarding Important?

- Having an onboarding process can help reduce employee turnover
- Ensures workforce compliance
- Provides new hires with the information needed to do their job
- Helps to forge lasting connections with your employees

# New Employee Onboarding Checklist

- Signed offer letter
- Background Check
- Reference Checks
- Fingerprint Check
- Verification of certification
- TB Testing
- CPR/First Aid
- Food Handlers- not required
- Orientation to adult family home
- Orientation schedule/Training days
- I-9
- W-4
- Other signed documents like attendance policy and employee handbook acknowledgement
- Schedule regular one-on-one meetings



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**Thank you for your time!**

**Questions?**

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