

SELF-DIRECTION

Being an Employer



EMPLOYEE MANAGEMENT

As the legal employer of record of your workers, you are responsible for recruiting, hiring, supervising, evaluating and firing, when necessary, the workers that provide your self-directed support services. Below are some general tips and guidelines for being a good employer. Developing these skills can help you be a good employer and retain employees for a long time. In addition, being a good employer can help keep your employer tax rate low and provide you more usable money in the budget!

SCHEDULING

As the employer, you are responsible for scheduling your workers in accordance with your cash expenditure plan and approved services. Think about the times of day you prefer tasks to be completed and how you like your day to flow. For example, if you enjoy showering in the evening and you need assistance with that task, you should schedule your workers to come that time of day. To prevent over spending, you should have a set schedule for every worker that aligns with your approved service hours for the two week period.

TRAINING

If you choose a worker who already knows you, your needs, and preferences, they may require less training on your specific needs. However, if you hire a worker who doesn't know you, training is essential in making sure you receive the necessary supports. You are in control of training workers on your needs, likes and dislikes. In addition to general training, you should tailor your training to match their job description. If your workers are going to be a backup for each other, you will need to train each on all of your needs. Other topics you should consider training on include: orientation to your home, equipment, blood borne pathogens, HIPAA, lifting and moving, and fraud.

PERFORMANCE REVIEWS

Performance reviews are an important part of ensuring your workers have meaningful employment. Performance reviews provide valuable praise and feedback with opportunities for improvement.

Come up with categories you would like to evaluate your employees based on on a schedule for which you will meet with them. It is recommended to review their performance at least 1 time per year.

TERMINATION

Unfortunately, at some point, you may have to terminate a worker. It is a good idea to follow some guidelines during their employment, which will make it easier when you need to let them go. Make sure to document the verbal warnings about issues you have had with them and develop a file of any corrective action plans you have developed to provide them coaching and support.

As soon as you terminate a worker, you should let Palco know right away! This ensures Palco does not issue paychecks to them after they are fired.

CORRECTIVE ACTION

As with any employment arrangement, you should be evaluating and coaching your workers as issues arrive. This process includes tracking absences, late arrivals and no call/no shows. You should track these items in the workers employee file with dates and details of the occurrences. If a issue persists after coaching has been provided, you may need to develop a corrective action plan that lays out steps to correct the behavior and consequences if it is not remedied. The plan should be clearly written timelines for when the issues must be corrected by. It should be signed by both the employer and worker, and stored in the employee's file.

