

# RALEIGH GERIATRIC CARE MANAGEMENT



## Interviewing & Finding the Right Person

After identifying potential caregivers, the next steps are to conduct interviews and check references.

### Interviewing Caregivers

Use the same questions with each person so that you can make comparisons. During the interview ask about:

- Previous care giving experience including length of employment at each job and reason for leaving. Avoid anyone who quit a number of jobs because employers were considered mean or unreasonable. This may indicate a problem with authority.
- Reasons for wanting the job.
- Openness to take direction. Avoid those who "know best."
- Available, reliable transportation.
- Other responsibilities that may interfere with work, such as classes, family obligations or a second job. This does not need to disqualify someone as long as your hours are flexible.
- Overall health status and the ability to perform heavy lifting or other required care.

### Checking References

Part of the hiring process includes calling previous employers. You can verify the traits noted above by talking to the person's references. It is reasonable to check both employment and personal references.

Regardless of whether you hire a caregiver through an agency or on your own, the process of finding the right person will involve your impressions and best evaluation of a few key traits:

### Qualifications

- Can the person perform the tasks that are needed?
- Does previous experience resemble duties they will need to perform?

### **Reliability**

- Will this person show up as expected and follow through with job duties?

### **Compatibility**

- Do you, the person needing care, and the new caregiver seem compatible?
- Will this person be genuinely concerned about the well being of someone in their care?
- Is the person open to working with you and ensuring that needs are met?

Take your time in making a decision. Try to interview at least three people before making a final decision. Do not be afraid to follow your instincts. Warmth, compassion and respect are crucial for a long lasting working relationship.

Remember that you need to oversee the care that is being provided. Check in with the caregiver and your loved one on a routine and unexpected basis to ensure that everything is going well.

### **Setting up the Terms of Employment**

Before beginning to interview, decide the following:

- Wages you expect to pay
- When/how often payments are made
- Work hours
- Time off schedule
- Job description - write out tasks and be as specific as possible

When thinking about wages, consider that this is not the place to cut corners. The pay you offer shows caregivers how much their time and talents are valued. To determine a fair wage in any area, call local agencies or senior service organizations. Ask about the "going rate" for similar services.

Always pay caregivers on schedule and for the full amount according to time worked. This includes time spent waiting if someone else is late to relieve them.

If financial resources are limited, some caregiver assistance from the Department of Rehabilitation Services or the Department on Aging may be available. A social worker or care manager can help with this.

Even when feeling overwhelmed, it is important to remember that there are options and you will find someone who is right for you.

The guidelines above are designed to help lessen your feeling of being overwhelmed with the task of finding a trustworthy and caring person for help at home. Finding the right caregiver may take time and you may have to repeat the process if the person first selected does not meet expectations. You have the knowledge and resources to make a sound decision.

