




13 STEPS TO BUILD A HOME CARE SUPPORT TEAM

Discover the key components to successfully connect and engage with the best helpers to provide a safe and secure home environment.



No matter how well intentioned, caregiving for those in need can be highly challenging. It is critical to ensure that the team built for any individual in need is the right team. Not only will they need to interact, engage and be an integral part of the participant's life, they will also need to be highly connected to all of those involved in the support process.

It is vital to recruit, train and keep great support workers as a part of your team. Planning your team should begin as soon as it's apparent that an individual is in need of care. Here are 13 key considerations when building your support team.

1. BE PROACTIVE

Now we all know it is smart to be proactive and plan, but how are you planning your workforce?

Being reactive can lead to selecting the wrong person or not delivering. A few key ways to be proactive are to:

- Continuously advertise for your core roles regardless of vacancies
- Create a talent pool list. Google sheets are preferred for collaboration, but you can choose any way to document your 'go-to' available talent list
- Have them start the onboarding process. Get them to complete the main employment documents and have their qualifications and licenses on file





2. STAFF REFERRALS

One of the best ways to know you are hiring a great new employee is to have an existing great employee to recommend their friend.

- Establish an employee referral rewards program
- Promote the recruitment of new talent in monthly meetings
- Promote the recruitment of new talent in the employee induction process


A young man with dark hair and a blue shirt is smiling and looking down at a document. An older man with white hair, glasses, and a pink shirt is also looking at the document. They are both seated at a wooden table. The background is a solid purple color.

3 • GET A QUALITY BRIEF FROM THE PARTICIPANT

What type of person will a prospective team member build a connection with? Don't just focus on shift times, location and qualifications. Consider the following:

- Gender
- Age
- Cultural fit
- Hobbies & interests
- Industry experience
- Life & general working experience / background

4. UTILISE YOUR CURRENT STAFF



Are you sure you don't already have a great employee who is suitable for the participant? What processes do you have to ensure you are offering new roles to existing staff?

- Utilise internal systems to broadcast vacancies to your existing team
- Ensure the team has a process to review and call their existing team to offer them the role first

Management needs to ensure that the operations team are overturning every rock to get the best person for the role.

5. WHO ARE THEY REALLY?

Dig deep into the psychographics of a prospective team member.

- What activities are they involved in?
- What are their interests?
- Do they have strong opinions on certain topics?

What common interests will they have to build a stronger connection with their participants?



6 WHO ARE YOU REALLY?

What is your vision, purpose and values?
How are you conveying that to your staff?

Key considerations are:

- Identify a business coach if needed to clearly articulate your vision
- Succinctly articulate the purpose of your company
- Make your staff feel part of something bigger than you and them
- Communication! Communicate this at every stage from onboarding to bi-annually reviews to their 10th year anniversary

7.

WORK WITH EMPLOYMENT AGENCIES & GET WAGE SUBSIDIES



Did you know that employment agencies have a team of people that will work for you to fill your role and find someone great at no cost to your organisation?

Consider reaching out to an employment agency to take the stress out of recruiting and finding the right talent.

8. SYSTEMS



Systems are key to make your job efficient and look professional in the market. Simple and cost-effective recruitment and onboarding systems like 'JobAdder' can work beside your current system if it doesn't have a strong recruitment and onboarding platform.

9. UTILISING FACEBOOK

Facebook has the capabilities to recruit for new roles through their Facebook Jobs feature. Any Facebook user can easily search and apply to new jobs for free. People can find a job that's right for them based on their experience and preferences.

Utilising job boards can make life easy for both recruiter and the applicant.

Aside from Facebook there are other great free job boards such as Indeed and Conexson's job board.



10.

CONDUCTING THE INTERVIEW

- **PHONE CALL**

In the initial phone call you will want to gauge their match to the following points you gathered in the job brief:

- Roster / availability: It is important to ask this first. Ensure to find this out before they start work and ask this question as if they currently don't have availability. It is important to find out specific times in the week where there could be availability issues (e.g. family requirements, school pick-ups, other job requirements and more.)
- Cultural fit
- Hobbies & Interests
- Life & general working experience / background

- **FACE TO FACE INTERVIEW**

This is really to confirm all the information you gathered in the phone call and see their face, body language, expressions and ensure they are truly a good fit to your clients and their preferences.



11. ONBOARDING & INDUCTION

A positive employee experience leads to better customer experience, which ultimately improves the success of a business.

Effective onboarding helps your new team member hit the ground running. It gets the employment relationship off to a healthy start and increases the chances that they'll want to stick with you, and you'll want them around so that they can develop with the business. A great onboarding process imparts the knowledge necessary to begin their first day informed and with confidence. Induction effectively takes over where onboarding leaves off. It is important that your staff feel special. You are only as good as the workers you employ. Engaged staff are the best.

Does your onboarding and Induction drive this?

12. BI-ANNUAL STAFF REVIEWS

Have a genuine, solid catch up with your staff.

Communicate, talk, share how they are going and listen to what they are looking for.

Discuss a plan that will help them to achieve their goals and add more value to your business. Put the plan in place and stick to it.

This process is easy to miss so be sure to create a process and framework to ensure this happens.



13 EMPLOYEE BENEFITS

Ask yourself, what makes your organisation a place where your employees would feel proud to be associated to? What's the difference between your organisation and your competitors?

A photograph showing a caregiver in a blue uniform holding the hand of an elderly woman sitting in a chair. The woman is smiling and looking towards the caregiver. The background is slightly blurred, showing an indoor setting with a window and some plants.

Employee benefit programs can help improve engagement, productivity and the bottom line of a business.

By offering incentives and specific rewards to your employees, it will not only help all people surrounded by that employee, but it will make them feel appreciated and engaged.

There are free Employee Benefit options out there which could help (For example: <https://www.flarehr.com/benefits/>).

Think about ways that your business can be different and offer them more.



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