



Wisconsin's Self-Directed Supports Program

Financial Services Agency Handbook

How to Be an Employer

Job Duties

1. What needs to be done – define the job that needs to be done
 - What is the job?
 - How does it need to be done?
 - How much and when does it need to be done; morning, evening, etc
2. What are the hours
 - Is it flexible or not. Housekeeping or laundry can be done anytime, but dressing and bathing may need to be done to match other schedules.
3. Who will supervise
 - Interview – Do you need assistance in interviewing?
 - Work quality – how is work quality defined
 - Approve time sheet

How to Find an Employee

1. Job Posting – use every opportunity to post your job
 - Newspaper – can be costly
 - Agency
 - County – they may have a bulletin board you can use.
2. Applications – how will the person apply, over the phone or in person.
3. Interviewing – is this a step you feel comfortable doing on your own.
4. Background Checks – The Financial Services Agency will conduct these
5. Job Offer – clear statement of job, rate, hours, and duties.

Applications

1. What to include
 - Name, address, phone number
 - Training or education background
 - Skills and work experience
 - References
 - Authorization to check references
 - Certification of truthfulness
 - Signature
2. What not to include
 - Height/weight/sex
 - Age
 - Race
 - Marital Status
 - Religion
 - Has children or plans to have children

Interviewing Tips

1. A candidate should be treated the way you want to be treated. A warm, friendly manner will set the candidate at ease and make the interview go more smoothly.
2. Thoroughly describe the position and responsibilities. Review the job description and hours of the job.
3. Asking open ended questions encourages more than a yes or no answer.
4. Always allow the person a chance to ask questions.
5. Always thank the person for their time.
6. Always allow the person to ask questions.

Good Interview Questions

1. What kind of experience do you have?
2. What skills do you have that would help you here?
3. What are you looking for in a job?
4. What motivates you to do your job well?
5. Are you able to perform the essential functions of the job?

Things Not to Ask

1. Are you married?
2. Do you have children? Are you planning more?
3. Are you dating anyone?
4. Have your wages ever been garnished?
5. Do you have a disability?
6. How often do you drink?
7. What is your religion?

Employee Protections & Discrimination Laws

1. Age
2. Disability
3. Race
4. Religion
5. National Origin
6. Sex
7. Pregnancy
8. Diversity
9. Harassment
10. Drug Testing
11. Polygraph Testing
12. Sexual Harassment

Hiring the Employee

- Agreement about hours and rate of pay
- W-4 for taxation purposes
- I-9: IRS form to show work eligibility
- Social Security Card

Employer/Employee Relationship

- Communication
- Clear, honest, fair
- State expectations

Retention

- Turnover is costly and time consuming
- Appreciation for good work is key; specific, sincere, timely

Performance Reviews

- Time for both sides to review and clarify
- Communicate goals and expectations

Delivering Negative Feedback

- Be constructive
- Give specific examples of how to improve

Misconduct

- Late or absent
- Failure to follow rules or complete work
- Progressive Discipline
- Verbal
- Written
- 30 day notice
- Termination

Other Items

- Safety Guidelines – see OSHA handout
- Unemployment – starts at 3.25% of wages for new employers. After 2 years, the state adjusts that percentage based on usage. If you have not had a lot of turnover, the number will go down. If there was a lot of turnover, the number will go up.
- Workers' Compensation – Workers' Compensation insurance is purchased to protect employees who may be hurt on the job.