Hiring and Managing PCAs

Buddy Cassidy and Michael Counterman
How do you sign up for PCA (personal care attendant) services?
The Hunt Is On: The Search for PCAs
Where to find PCA’s

• Indeed.com
• Rewarding Work
• Home Healthcare Websites
• Craigslist
PERSONAL CARE ASSISTANT
$11.70/HOUR

Duties:
Provide hands-on assistance with the activities of daily living for a man with a physical disability. Includes showering, helping on and off the toilet, preparing/cleaning up breakfast, cutting food, dressing, packing lunch, packing backpack for work, putting on sweater.

MORNING SHIFT, EVENING SHIFT, AFTERNOON, WEEKEND

WEEKDAY MORNINGS
10 hours per week, Mon.-Fri.
8:30am-10:30am

AFTERNOONS
5 hours per week except Thursday

WEEKENDS
9 hours per week, Fri. 11pm-12am, Sat. 9:30am-12pm, Sat. 11am-12pm, Sun. 9:30-12pm, 8:30am-10:30am

Qualifications:
• Must be dependable and able to follow directions
• Should be able to lift 100 pounds
• Must have reliable transportation to and from work
• Must have a valid driver's license
• Must be willing to drive

Contact Christopher Cassidy by
Phone: (703)-470-9082   Email: buddy.cassidyur@gmail.com
PERSONAL CARE ASSISTANT(S) NEEDED
FOR MALE UCI GRAD STUDENT
VERANO PLACE

$14.00/HOUR

Provide hands-on assistance with the activities of daily living for a male graduate student with a physical disability.

Assisting with getting in and out of bed, showering, helping on and off the toilet, preparing/cleaning up breakfast, cutting food, dressing, packing lunch, packing backpack for work, putting on sweater/coat.

Qualifications:
• Must be dependable and able to follow directions
• Must be timely
• Should be able to lift or slide 90 pounds

Contact Christopher (Buddy) Cassidy by
Phone: (703)-470-9082   Email: cmcassid@uci.edu

• Should be able to lift or slide 90 pounds

Contact Christopher (Buddy) Cassidy by
Phone: (703)-470-9082   Email: cmcassid@uci.edu
Looking to hire personal care attendants- Christopher Cassidy

Hello my name is Christopher Cassidy. I am a UCI graduate student living on campus. I have a disability, use a scooter to get around, and need assistance with activities of daily living. I am looking to hire personal care attendants for multiple shifts for this quarter, part of the summer, and the fall quarter. The position pays at a rate of $14/hour. If you would like to learn more or are interested in the position, please contact me at cmcassid@uci.edu or 703-470-9082. Throughout this past year, I have hired a number of UCI nursing students. Feel free to talk to them about the position as well. Looking forward to hiring some more UCI nursing students!
The Interview

What should you focus on?
Interview Questions

• Describe a time when you successfully provided personal assistance to a coworker or patron.
• Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
• Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
• Share an experience you had in dealing with a difficult person and how you handled the situation.
• Provide an example when your ethics were tested.
• Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
• Share an experience in which you administered bedside or personal care.
I have 4+ PCAs. How do I manage them all?
Do’s and Don’t’s for PCA’s

Do’s
• Treat Patients with respect
• Encourage the Patient’s Independence
• Be a Support System
• Be Patient
• Strive to Continue Training
• Don’t’s
• Act Unprofessionally
• Get Angry
• Give feedback, let your PCA know what’s working and what’s not.
• Make sure the PCA feels safe/comfortable with method or technique being used when moving you, etc.
Do’s and Don’ts

Do’s

• Treat your PCA with respect
• Be clear and articulate about the way to do things
• Be firm but polite if an adjustment needs to be made
• Be patient
• Always give your PCA feedback and let them know how they’re doing
• If your new PCA is having trouble with some tasks, consult with other PCAs on the different ways they do it.
• Make sure the PCA feels safe/comfortable with method or technique being used when moving you, etc.
• Listen to your PCA for advice about easier ways of doing things
• Figure out who the “main PCA,” is. Make them your “chief steward of the household”. Conduct new PCA interviews with them there.
Don’t’s

- Put up with anything unsafe
- Leave money and sensitive documents out
- End up having to redo things that aren’t done properly. If it isn’t right, tell your PCA.
- Act unprofessionally
- Get angry
- Let a PCA go for minor quirks
- If you need to let a PCA go for something like consistently showing up late or needing subs, line up a replacement first.
- Be bullied into giving certain attendants certain shifts
- Make lots of last minute changes to the schedule
Training Tips

• Let Them Know You Appreciate Them
• Two are Better Than One
• Establish Respect: A Two-Way Street
• Mind Your Manners
• Be Nice
• Don’t Move the Finish Line
• Nip Problems in the Bud
• Be Organized and Safe
• Don’t Gossip
• Money Does More Than Talk
What do you do when it’s time to let a PCA go?