

Part 1.
Staff Hiring and Management

Advertising- Self Assessment

1. What are some ideas for advertising for help?
 - A. Place an ad in the local newspaper
 - B. Contact local churches
 - C. Both A and B
 - D. Put a sign in your yard with all your information on it.

2. If you place an ad in the newspaper, how do you know what to type in the ad?
 - A. Refer to “ To Place an Ad in the Paper” guide sheet
 - B. Let the staff in the newspaper ad department type it for you
 - C. Just put your name and phone number in the ad
 - D. None of the above

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Scheduling Interviews- Self Assessment

1. How much time should you allow for an interview?
 - A. 10 minutes
 - B. 20 minutes
 - C. 30 minutes
 - D. 1 hour

2. What is the “Interview Schedule Form” used for?
 - A. To write down the day, time and name of the person you have scheduled to interview
 - B. To write down questions you want to ask
 - C. To write down the days and times when you staff works
 - D. To write your interview notes on.

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Preparing for Interviews- Self Assessment

1. What 4 guide forms will you need to conduct your interviews?
 - A. Interview Question Form and Interview Checklist
 - B. Interview Information Form and Interview Notes
 - C. Both A and B
 - D. None of the above

2. When you decide what questions to ask of the person you are interviewing, you write them on the “Interview Questions Form”. Which notebook do you place them in?
 - A. Staff Training Notebook
 - B. Staff Hiring and management Notebook
 - C. Blank Notebook
 - D. All of the above

3. Can you ask the person during the interview how old they are?
 - A. Yes
 - B. No
 - C. If you want to
 - D. Sometimes

4. Why is the “Interview Information Form” important?
 - A. So you can give specific information about the job
 - B. Gives you a chance to explain “Self-Directing”
 - C. Tells applicant who your payroll agent is
 - D. All of the above

5. What do you use the “Interview Notes Form” for?
- A. To write down answers to the questions asked during the interview
 - B. Nothing
 - C. To help you remember the person
 - D. Both A and C
6. When do you fill out the “Interview Checklist Form”?
- A. Before you meet the person
 - B. The next day
 - C. Directly following the interview
 - D. During the interview

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Applications- Self Assessment

1. Why do you have the person you interview complete an application?
 - A. To find out if they are married
 - B. To collect information about the person you interview.
 - C. To find out their age
 - D. To see if they have a disability

2. How can you get more application forms?
 - A. Reuse an old one
 - B. Make copies
 - C. Call your payroll agent and request more
 - D. Both A and B

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Conducting Interviews- Self Assessment

1. Would it be helpful to have someone sit in on the interview with you? Why?
 - A. Yes, because they can ask questions for you
 - B. Yes, for safety reasons
 - C. No, you must do it by yourself
 - D. No, the person you interview may be uncomfortable

2. When conducting your interviews, do you give out personal information about yourself?
 - A. Yes, they need to know everything
 - B. Yes, then they will tell you personal information
 - C. No, they only need information about the job
 - D. No, don't tell them anything

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Applicant Information- Self Assessment

1. What information do you file in the “Applicant Information” section of your “Staff Hiring and Management” notebook?
 - A. Application
 - B. Interview Notes
 - C. Staff Duties
 - D. Both A and B

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Selecting a Person to Hire- Self Assessment

1. How do you select your new personal Assistant or night support staff?
 - A. Refer to Applicant Information Section
 - B. Look through Interview checklist
 - C. Hire the applicant that was the first one interviewed.
 - D. Both A & B

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Offering Job- Self Assessment

1. What form can you complete before you make a decision to hire someone?
 - A. "Interview Information"
 - B. "Interview Checklist"
 - C. "Calling Former Employers From"
 - D. Application

2. When you call the person you would like to hire, what is the first thing you should ask them?
 - A. Will you come to my house?
 - B. How much do you want to be paid?
 - C. When can you start?
 - D. Are you still interested in the job?

3. If no one you selected accepts your offer for employment, what do you do?
 - A. Begin the advertising process again
 - B. Give up
 - C. Hire someone you don't know
 - D. Call your family and complain

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Completing “New Hire” Paperwork- Self Assessment

1. Do you need forms and paperwork completed to give to your payroll agent?
 - A. Yes
 - B. No

2. After your new staff person completes their paperwork and you complete the rest, where does this information need to be taken?
 - A. To your insurance agent
 - B. To your doctor
 - C. Kept in your notebook
 - D. To the payroll agent

3. Who can help you do a record check on the person you are hiring?
 - A. Your payroll agent
 - B. The police
 - C. Your staff
 - D. None of the above

4. Why is a record check a good idea?
 - A. It is not a good idea
 - B. To see if they committed a crime
 - C. To learn more about them
 - D. Both A and B

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Staff Management

1. Who trains your new staff?
 - A. The Independent Living Center
 - B. Your Case Manager
 - C. You do
 - D. Your staff should already know what to do

2. Why should you maintain good verbal and written communication with your staff?
 - A. Because this will help you prevent and address any problems with your staff
 - B. Because the best plan is to prevent problems before they arise
 - C. Both A and B
 - D. None of the above

3. What is the “Golden Rule” and how does it apply to the employee/employer relationship?
 - A. Treat others as you would like them to treat you
 - B. Respect
 - C. The employee/employer relationship is a two-way street
 - D. All of the above

4. What is the best way to be organized when it comes to Self Directing?
 - A. Do what your staff tells you
 - B. Throw out all paperwork
 - C. Follow the suggestions in this manual and set up notebook
 - D. None of the above

5. What is the first thing you do if your staff is not following policy or not completing their job?
 - A. Speak to the person immediately
 - B. Wait until the next day
 - C. Call your Case manager
 - D. Wait to see if it happens again

6. When speaking to your employee about a problem, why is it important to not become negative?
 - A. To help prevent the person becoming defensive
 - B. You need to be negative to make them listen
 - C. If you are overly critical, you may have problems keeping staff
 - D. Both A and C

7. Should you make a note of the conversation and put it in their file?
 - A. Yes
 - B. No

8. Who can you contact for support when handling problems with your staff?
- A. You have to handle all problems yourself
 - B. Your Case Manager
 - C. Your center for Independent Living (CIL)
 - D. Both B and C
9. What is an example that calls for a written staff notification?
- A. Your staff is 5 minutes late one time
 - B. Your staff did not show up and did not call
 - C. You decide you don't like your staff
 - D. You want your staff to quit working for you
10. Where do you find a "staff notification form"?
- A. Ask your payroll agent for one
 - B. The staff notification form is one of the starred guide forms you will find in the Self Direct Instruction Manual
 - C. Your staff has one
 - D. You probably won't need one
11. If you experience abuse, neglect, or exploitation, what should you do?
- A. Terminate their employment
 - B. Call the SRS toll free number and report it
 - C. Both A and B
 - D. Tell your staff you will report them.

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Staff Notification- Self Assessment

1. Why is it important to give written staff notification?
 - A. So it is clear what change is expected
 - B. For documentation in case you need to take further action
 - C. In case you terminate the staff person and they file for unemployment
 - D. All of the above

2. Written warning, suspension and termination are examples of what?
 - A. Action taken by employer
 - B. Desired changes in your staff
 - C. Documentation
 - D. None of the above

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Unemployment Issues- Self Assessment

1. Why would the Unemployment Insurance office need documentation or information about people who have worked for you?
 - A. For tax purposes
 - B. To see if you pay your staff
 - C. To see how well you keep records
 - D. A person that no longer works for you has filed for unemployment benefits.

