

# HERITAGE CHRISTIAN SERVICES SELF-HIRE GUIDE

## Where to look for staff members:

- Consider bulletin boards where you can post the job. Do you belong to a faith community? Frequent a local coffee shop? Love to visit the library?
- Colleges in your area may also have posting opportunities.
- Ask your friends and family if they are interested or if they know someone who may be interested. The people who know you best will be a great resource in helping you find someone to work so closely with you.
- Spread the word through social media that you're looking. Consider posting in Facebook groups like Region 1 Self-Direction, Heritage Christian Services Self-Direction, or similar groups specific to your area.
- Consider posting on online job sites like Care.com, Indeed, and Monster.com. There are cost-free listing opportunities or paid advertising opportunities—which, by the way, can be expensive (but possibly reimbursable - talk to your FI). Paid opportunities will be more visible to job seekers.



## What to include in a job posting:

A direct support staff member will support you/your loved one in various ways. You should consider what's most important to you, and advertise for a staff member who will meet those requirements. For example, if you have social engagements or community activities you'd like staff to accompany you to, be sure to include that the candidate needs a valid driver's license, clean driving record and insurance. Be aware that it is not legal to exclude a specific gender in a job posting or the hiring process. Include your contact information, including email address and/or phone number, so potential staff members can contact you to start the process.

## Example Posting:

### Self-Hire Community Support Staff

**Pay Range:** (Please include either a pay range - minimum to maximum - or a fixed pay rate. The minimum pay rate should be at least NYS minimum wage, \$15 per hour. The maximum rate would not exceed the current maximum rate in your self-directed budget - up to \$32 for community habilitation and \$21 for respite. It is not acceptable to include open-ended ranges such as "\$17 per hour and up.")

**Are you self-motivated, passionate about supporting people in reaching their personal goals, and resourceful?** I am seeking someone to work alongside me, partnering with me as I reach my goals and become more connected to my community. I am looking for someone who embraces dignity and respect for all people and daily exemplifies the workplace values of integrity, inclusion, compassion, excellence, and joy.

### Responsibilities:

- Provide individualized guidance as I work towards different life skills, such as managing money, learning to ride the bus, and cooking.
- Support me with transportation and building connections and relationships within my community.

### Qualifications:

- Self-motivated and the ability to work independently.
- Must have a phone or tablet with the ability to download and use apps and location data.
- Excellent communication, organization, and interpersonal skills.
- A valid driver's license with responsible driving record
- Reliable transportation.
- Physical ability to lift 50 pounds or more unassisted
- A high school diploma or equivalent.

**Please contact** [insert email address or phone number here] to apply.

#### Corporate Office:

275 Kenneth Dr., Suite 100, Rochester, NY 14623-4277  
T: (585) 340-2000 | F: (585) 340-2006 | TDD: (800) 662-1220



HERITAGE  
CHRISTIAN SERVICES

#### Regional Office

130 John Muir Drive, Suite 106, Amherst, NY 14228  
T: (716) 743-2020 | F: (716) 743-1838 | TDD: (800) 662-1220

## When planning an interview:

- Make a list of what support will be expected from the staff member.
- Identify the type of person who will be the right match (i.e., someone who is outgoing, physically active, has flexibility in their schedule, etc.)
- Meet at a public place such as the library or a coffee shop. Do not provide your address or invite an unfamiliar person to your home for an interview.
- Be mindful of what personal information you share before deciding whether or not to hire the candidate.
- Remember that your broker can help you post the job, communicate with potential candidates, and interview.



## Example Interview Questions:

Customize these questions to your situation. It is recommended you ask the same questions of every candidate. Don't forget to take time for introductions at the beginning of an interview.

1. Provide an overview of the job responsibilities/ family and home dynamics/environment (pets, smoking, etc.) Ask the candidate, "How does that sound to you?"
2. Tell me why you are interested in this position.
3. Tell me about some of your interests and talents. What do you like to do when you aren't at work?
4. What is your understanding of the position?
  - Do you have experience working in direct support?
  - Are you comfortable providing personal care (i.e., hygiene, support in the restroom, changing attends, etc.)?
  - Would you be comfortable teaching someone how to complete daily tasks like cooking, cleaning or shopping?
  - Can you use your vehicle to help me/participant access our community?
  - How would you support me/participant through challenging or emotional moments?
5. What is your comfort level in working with people 1:1 in a setting where you will work independently?
  - Are you flexible and "on the go"?
  - How would you plan to communicate with my/participant's Circle of Support (family, care coordinator, broker, community members, etc.)?
  - Do you have a phone or tablet for documentation and timekeeping?
6. Tell me about a conflict or disagreement you've had while working. What was the source of conflict? What did you do to resolve the situation and what happened? What did you learn about yourself?
7. Tell me about your greatest strengths.
8. Tell me about a time that you made a mistake. What was the impact? How did you remedy the situation?
9. What is your preferred method of communication? (This is a good time to discuss your expectations for staying in touch with staff.)
10. Discuss employment expectations:
  - Are you looking for full-time or part-time employment?

### Corporate Office:

275 Kenneth Dr., Suite 100, Rochester, NY 14623-4277  
T: (585) 340-2000 | F: (585) 340-2006 | TDD: (800) 662-1220



**HERITAGE**  
CHRISTIAN SERVICES

### Regional Office

130 John Muir Drive, Suite 106, Amherst, NY 14228  
T: (716) 743-2020 | F: (716) 743-1838 | TDD: (800) 662-1220

- What is your availability? (Discuss your expectations for typical shifts).
- Discuss scheduling expectations: when you will provide a schedule, how far in advance you expect notice for time off, etc.
- Discuss expectations for time away and time off – both for the staff member and for yourself if you have periods you will not require support (i.e., vacations/time out of town).
- Discuss pay rates.
- Discuss any expectations for benefits – refer to FI for support with benefit-related questions.
- Transportation expectations (can include details on mileage reimbursement available).

#### Wrapping up the interview:

- Extend an offer or let the candidate know when to expect to hear from you next.
- Discuss the expected start date and onboarding process.

## Legal guidelines:

Be sure to document your conversation during each interview. You may not ask someone about specific personal attributes considered protected class information. However, it is OK to listen if the interviewee brings them up. Protected classes include:

- Race
- Color
- Sex
- Age
- Disability
- Religion
- Citizenship
- National origin
- Military status
- Marital status
- Pregnancy/lactation accommodations
- Sexual orientation
- Domestic violence victim status
- Predisposing genetic characteristics
- Gender
- Smoker status
- Criminal charges or criminal history

**New York State law requires employers with four or more employees (including Heritage Christian Services) to disclose the salary or salary range in the job description. Employers must include the minimum and maximum salary or hourly rate. Your advertisements in any form must comply with this rule.**



## Once the candidate is identified:

Reach out to your FI with the following information for the candidate:

- Full name
- Phone number and email address
- Position they were selected for (respite or community habilitation)
- Rate of pay you offered (within your budgeted amount)
- Employee status as part- or full-time/weekly hours they will be working
- Any specialized training the staff may require (paid neighbor, overnights, group billing, telehealth, and live-in caregiver)
- Any relevant information regarding the start date and ongoing scheduling expectations
- Will they be hired as a driver or non-driver?
- Do you require them to have a high school diploma?

The agency will then assist your staff through the onboarding process.

**If you have any questions please contact your Fiscal Intermediary directly.**

© 2026 by Heritage Christian Services | Rev. 1/13/2026

#### Corporate Office:

275 Kenneth Dr., Suite 100, Rochester, NY 14623-4277  
T: (585) 340-2000 | F: (585) 340-2006 | TDD: (800) 662-1220



**HERITAGE**  
CHRISTIAN SERVICES

#### Regional Office

130 John Muir Drive, Suite 106, Amherst, NY 14228  
T: (716) 743-2020 | F: (716) 743-1838 | TDD: (800) 662-1220