

# Why Expert Assistance?

Because searching and finding the right caregiver for your family takes time, especially when you're balancing work. With Expert Assistance, you have help! One of our Care Specialists can help you to find caregivers that meet your needs – so you can spend more time with the ones you love.

## EXPERT ASSISTANCE:

Work with one of our Care Specialists to find the right caregiver for your family. First, you'll share requirements, budget, and other details for the caregiving job. Then, our Specialists will post a job and review applicants to provide you with the best options.

After you identify a final candidate, you may request a Criminal and Motor Vehicle Records Background Check before making the hire – at no cost to you.

## Use Expert Assistance to help you find:

- Nannies and babysitters
- Tutors and distance learning facilitators
- Pet sitters and groomers
- Housekeepers
- Special needs caregivers

# Process Overview

With our efficient and thorough process, we will work towards finding your family the best fit.

## 1. Family Assessment

Upon enrolling in the program, you will connect with a Care Specialist who will obtain more information about your family's care needs. After our conversation, you will complete a family assessment that asks questions about the position and any ideals or dealbreakers you may have for a caregiver. Once the family assessment is complete, your Care Specialist will compose a job description and, once it is approved by your family, post it on your Care.com account. .

## 2. Provider Applications

Our team then connects with caregivers in the your area and conducts brief phone interviews to review the job requirements and gain insight into the caregivers' experience. If we think a caregiver is a good fit for your needs, we will ask more extensive interview questions so the caregiver can detail their level of experience and we can further qualify them for the role.

## 3. Family Interviews

Your family is responsible for connecting with the caregivers and scheduling interviews. We are more than happy to send you interview tips and questions that will help you through this stage of the process!

## 4. Background Screening

For the top candidate you choose to hire, we will also run a Criminal Records Check + Motor Vehicle Records, which includes a state/country criminal records search, and of course, a Motor Vehicle Records search.

## 5. Hire

Your family will ultimately choose who to hire, and once you inform your Care Specialist, the Criminal Records Check + Motor Vehicle Records will be run. With this service, we will oversee and respond to any activity on the website - you don't need to do a thing.

## How does it work?

1. Enroll and login to your account in the Care@Work app or on your company's Care@Work website.
2. Call 855-781-1303 ext. 4 to connect with a Care Specialist and get started.