

Guide for Vocational Professionals – How to Help Job Seekers find PCA work



The Personal Care Attendant (PCA) Quality Homecare Workforce Council helps job seekers find PCA work. This is a guide for staff to help their job seekers.

How to help job seekers – before the interview


1. Get a Mass PCA Directory counselor account. An account will let you view PCA jobs near your job seekers that fit their needs. Call or email the Directory Helpline for a counselor account.
2. Make sure job seekers can work in the US. They should know the date their work authorization expires. *Expired work authorizations can stop PCAs from getting paid.*
3. Share PCA job resources with job seekers.
 - Flyers are available in 14 languages using this link: <https://madiirectcare.com/mod/page/view.php?id=358>
 - Videos are available in four languages using this link: <https://madiirectcare.com/mod/hvp/view.php?id=361>
 - Call or email the Mass PCA Directory Helpline to schedule a PCA information session (virtual, hybrid, or in-person) for your job seekers.
4. Help job seekers register for free on the Mass PCA Directory which connects consumer-employers and PCA workers in their area.
 - Make sure job seekers have a working email address.
 - Help job seekers fill out their worker profile.
 - In the “Applicant Profile” area, help job seekers write about their home and personal care experience. Consumer-employers read this to learn more about job seekers.
 - Remind job seekers to call or email the Mass PCA Directory Helpline with questions. Live operators are there Monday-Friday from 9am to 5pm and support all languages.



**Mass PCA Directory
Helpline Phone
888-627-7722**



**Mass PCA Directory
Helpline Email
info@MassPCAdirectory.org**



**Mass PCA Directory
Website
www.MassPCAdirectory.org**

How to help job seekers – after the interview

A. PCA New Hire Paperwork

1. Remind PCAs to fill out **all** MassHealth **required** new hire paperwork (NHP) **before** they start working. PCAs will not get paid if their NHP is not complete.
2. Visit the *PCA INFORMATION* section on Tempus' website to see the NHP and procedures: <https://tempusunlimited.org/personal-care-attendant/>
3. Ask PCAs to contact Tempus to check the status of the NHP.
 - **Tempus Phone:** 877-479-7577 (Support provided in any language.)
 - **Tempus live chat:** <https://tempusunlimited.org/> and click on the orange live chat button in the lower right corner.

B. PCA Training and Skills Workshops

1. Remind PCAs to take the paid, 4-hour PCA New Hire Orientation (NHO) training. PCAs will not receive wage increases without taking the NHO. The NHO can be taken in one session or multiple sessions.
 - Note: PCAs will need their employee ID number to register for the NHO. PCAs can find their employee ID on their paystub from Tempus: <https://p4.tempusunlimited.org>
 - Note: PCAs can register for the NHO by calling the Training and Upgrading Fund (TUF) or by filling out an online form.
 - **TUF Phone:** 877-409-8283 ext. 7
 - **NHO registration form:** <http://bit.ly/pcanho>
2. Encourage PCAs to complete **optional**, free skills workshops with TUF.
 - **TUF website:** <https://www.1199seiubenefits.org/mass/>