

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: [Massachusetts Direct Care Workforce: Find Resources to Learn More about the PCA Job](#)
 - Videos are available in four languages using this link: [MDCS PCA Overview for MassHire Job Seekers - Recorded Presentations](#)
 - 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

PCA Quality Home Care Workforce Council
1 Ashburton Place, Boston, MA 02108

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How to help job seekers – after the interview

A. 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 [Personal Care Attendant webpage](#)** on Tempus' website to see the NHP and procedures.
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:** Visit [Tempus Unlimited](#) 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: [Employee Self Service Portal](#)
 - 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](#)
2. **Encourage PCAs to complete optional, free skills workshops with TUF.**
 - [TUF Website](#)

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