

Supervising Your Provider

As an IHSS Consumer, you are the primary employer of your homecare provider. These employer responsibilities include hiring, training, supervising, and, if necessary, firing the provider. One of your on-going responsibilities is supervising your provider. Supervision involves:

- Setting priorities for the tasks to be completed each day
- Communicating your preferences for how tasks are done
- Maintaining reasonable expectations for your provider's job performance
- Providing respectful feedback on his/ her work
- Making sure the provider use his/ her time appropriately
- Documenting expenditures

These responsibilities may feel awkward at first, but experience will build confidence in your supervision skills. These skills will improve with your willingness to learn. In addition, help is available through the Council on Aging Public Authority in defining your role as an employer.

Expectations Agreement

A clear understanding of job duties and work schedule at the beginning of a job can reduce the likelihood of conflict or misunderstanding later. When you put that understanding in writing, you have a **job agreement**. You can use the Expectations Agreement form as a basis for discussion with your new provider. This discussion should cover:

- The duties to be performed within the authorized hours
- The expectations and standards you each have
- When and how duties are to be performed

A completed and signed expectations agreement can be used to remind you and your provider of your respective responsibilities. Keep in mind that all tasks are to stay within the IHSS time allotted for your case.