

CORE PROCESS

Caregiver Recruiting, Hiring, & Onboarding

PURPOSE

To ensure a steady pipeline of qualified caregivers who are hired efficiently, onboarded with care, and prepared to deliver safe, reliable, and high-quality service from day one.



01

JOB POSTING & SOURCING

Owner: HR/Recruiter

- Write and maintain standardized job descriptions with mission-focused language.
- Post open roles to job boards, staffing partners, and community channels.
- Promote roles through internal referrals, local organizations, and training programs.
- Monitor applicant volume and adjust sourcing tactics when pipelines slow.



02

APPLICATION REVIEW & SCREENING

Owner: Recruiter / Hiring Manager

- Review applications against minimum criteria (certifications, experience, availability).
- Conduct initial phone or video screenings to confirm fit and interest.
- Ask structured, role-based questions to assess reliability and professionalism.
- Advance qualified candidates and decline others with timely, respectful communication.



03

BACKGROUND CHECKS & CREDENTIAL VERIFICATION

Owner: HR / Compliance Lead

- Initiate background checks, OIG exclusion checks, and driving record checks as required.
- Verify licenses and certifications (CNA, HHA, etc.) and health requirements (TB, vaccines).
- Confirm eligibility to work and validate identity and work authorization documents.
- Record results and clearance status in the HR or credentialing system.



04

JOB OFFER & ACCEPTANCE

Owner: HR / Recruiter

- Prepare offer details including pay rate, shift expectations, and start date.
- Extend verbal and written offers and answer candidate questions.
- Capture formal acceptance and confirm agreed-upon start date.
- Log offer outcomes (accepted, declined, no response) for tracking and improvement.



05

ONBOARDING & ORIENTATION

Owner: HR / Office Manager

- Schedule onboarding sessions (virtual or in-person) before the first shift.
- Review mission, values, policies, and care expectations with each new hire.
- Set up system access, IDs, uniforms, and required equipment.
- Collect required onboarding paperwork and confirm completion before first day in the field.

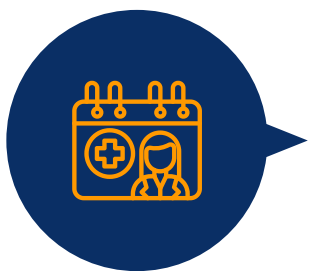


06

SKILLS & READINESS VALIDATION

Owner: Clinical Supervisor

- Review the care plan and role expectations with the new caregiver.
- Observe hands-on skills or assign supervised shifts, as required by policy.
- Document competency results and any remediation required.
- Approve the caregiver for independent work once minimum standards are met.



07

DEPLOYMENT TO CARE TEAM

Owner: Scheduler / Team Lead

- Assign the caregiver to appropriate clients, regions, or teams based on skills and availability.
- Introduce the caregiver to the client and family when possible.
- Confirm first-week schedule and communicate it clearly to the caregiver.
- Notify supervisors and relevant team members that the caregiver is active and ready to be scheduled.