Being a good boss
The start of the job

When a person starts the job, you need to talk to them about what to do. They will also need to get to know you.

They will find out about where they are working. You both have to think about what is needed.

Have time to talk to them and make them feel okay.

Keep notes right from the start, or ask someone else to.

Remember you are the boss. Think about how to stay in control. They need to work at your pace and to your rules.

For more information go to: www.skillsforcare.org.uk/iepahub
Here are some ideas

On the first day go over the contract again.
Let them know about your ‘house rules’. This could be about wearing slippers indoors.

It may be about when they are allowed to use your phone. It may be about when they are allowed to use their own mobile phone.

Tell them where you keep the things that they will need. Talk about tea breaks and limits you have. Say what your plans are for the week.

Training before they start
Have another personal assistant working with them on the first day. They can learn from that person.

One month later
Have a talk with them about their work. This is called supervision. Give them a list of what you will talk about. They can think about it too. Ask them for their own thoughts.
Another month later
Have another talk. Do the same one month later. This will take you through the testing out (probationary) time. If you are happy with their work then let them know.

Tell the worker you will have a supervision every month (or few months).
Make sure you are clear about how it is going. They can also talk about their thoughts.

Supervision – chatting things through
Meet at set times to talk about the work. If you do this it will help you stay in charge.

It is a time for both of you to talk about things to do with the job.
It will help you know if they are doing a good job. If they are – tell them!
If things are not working out, then talk about it. They will not know how to do things better if you do not tell them. It may be that they need training. Try and talk more deeply about a problem. You may want to have support at these meetings.

**Getting support**
If you have support it may help you feel stronger. It is good to see things from another point of view.

It may help you understand things a little better.

You can get outside organisations to help with supervision. You will need to pay for that.

Every time you meet, keep notes (or ask someone to do that).

**Keeping things good**
You want to be a good boss. Skills for Care can help you to be a good boss.

Go to: [www.skillsforcare.org.uk/beingagoodIE](http://www.skillsforcare.org.uk/beingagoodIE) or you can call [0113 245 1275](tel:+441132451275).
Make sure you pay well. You can pay more than the law says. You may want to do this if your worker is very good.

If someone does more or harder tasks, then pay them more.

If you think they are good, think how else to reward them. This may be through training or an extra day off.

Show respect and treat your staff well.

Remember to say thank you and give them praise.

Work out training which will be good for both of you.

Listen and care if they have a problem. Everyone has a problem at some time.

Try not to ask them to work extra time.
Try and treat them how you like to be treated.

Keep the house in order so they have a nice working space.

Make sure they have the things they need.

It is important to listen as well as talk.

Worker or friend?
As you work closely you can feel like friends. This can be a good thing. But you are paying the worker to do a job. You need to make sure they do that.

Think about what to do, to make sure things stay good. Talk about this with the worker.
Keep talking and communicating

Make sure you both talk together and listen well. Tell them if you like one way of communicating better than another.

You may need someone to help with this, if you do not speak.

Make sure you can communicate well before you give them the job. If there are problems, make sure there is training.

Say what is on your mind. Sometimes things can build up and go wrong if you do not talk. Make sure you let your worker know if you are not happy and why. Ask them to tell you how they feel too.

Looking after money and savings

You have to be very careful about money and savings. To keep things easy there
**Things to do:**

Ask your personal assistant for receipts for shopping.

Be clear about how to pay for your bills.

Keep a small amount of cash in the house in case of surprise bills to pay. This may be a window cleaner or milkman.

You may need them to be able to pay for things for you. If so, set up a new bank account. Only put the money into the account that they will need to use.

**Things not to do:**

Never lend money to your worker.

Never borrow money from them.
Do not ask them to use their money for you.

Do not leave money around in the house.

Never give them your bank PIN number.

Do not let them sign on your bank account.

Never pay them before it is due.

Never ask about their money.
Pay

You must keep notes of the hours the personal assistant works. Make sure they are getting the right amount of pay.

Always pay on time.

Always give your worker a payslip.