

Managing Your Support Provider

As this may be the first time you've been an "employer", here are some guidelines for getting started.

Personnel Files

As soon as you hire someone, start a file on them that includes:

- Their application and resume'
- A copy of the support agreement
- Their job description
- A copy of their references
- A copy of any background checks conducted
- Employment Eligibility Verification (Form I-9)
- The employee's completed W-4 Form
- The employee's time sheets
- A summary of the employee's withholdings
- General employee information (address, phone number, etc.)

Of course, if you've hired an employer-of-record (more on this in the section entitled Employer-of-Record) to handle your payroll and tax concerns, you can either let them maintain the above documentation, or have them give you copies on a regular basis. Whatever you choose, it is a good practice to keep complete records yourself.

General Supervision Tips

- Give clear work direction. Don't assume someone knows what you want. Encourage them to ask questions. Demonstrate tasks if necessary.
- Explain any technical language or terms you may use.
- Ensure they know what to do in case of emergencies and explain what kind of emergencies they may encounter.
- Be patient. This is a new experience for them. Try to put yourself in their shoes.
- Praise good performance and initiative. Not only does it make them feel good, but it encourages continued good job performance. Also, praise tends to counterbalance those times when you may have to correct them.
- Be consistent. Of course, it's your right to change your mind, but the more consistent you are in your decisions and requests, the better they can meet your needs.
- Lead by example. Treat the employee the way you want to be treated.
- Share information. Let them know what you expect, and give them the information they need to do their job.

Remember: You're the boss. Be patient, fair and pleasant, but always remember you're in charge.