

User Guide for DCC Provider/Employers



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Introduction

This guide is designed to provide detailed information for consumer directing individuals (employers) on the Direct Care Careers website. ***Images in this guide may not match all images on the platform due to continuous platform improvements. The steps in this guide are accurate.***

Additional Self-Directed Guides for Workers, Providers and Consumer-Directed employers are available under the [Help section](#) of the platform.

Access Website

Website can be accessed at <https://directcarecareers.com/>

Registration

On the home page for the user's state, click the "Select the option for employer, if there are multiple options, select the option that best describes your situation." (**Image 1**)

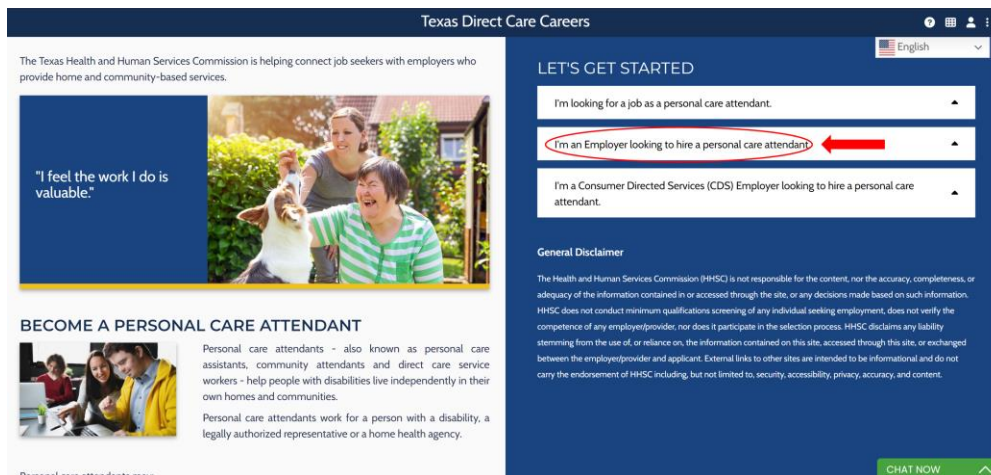
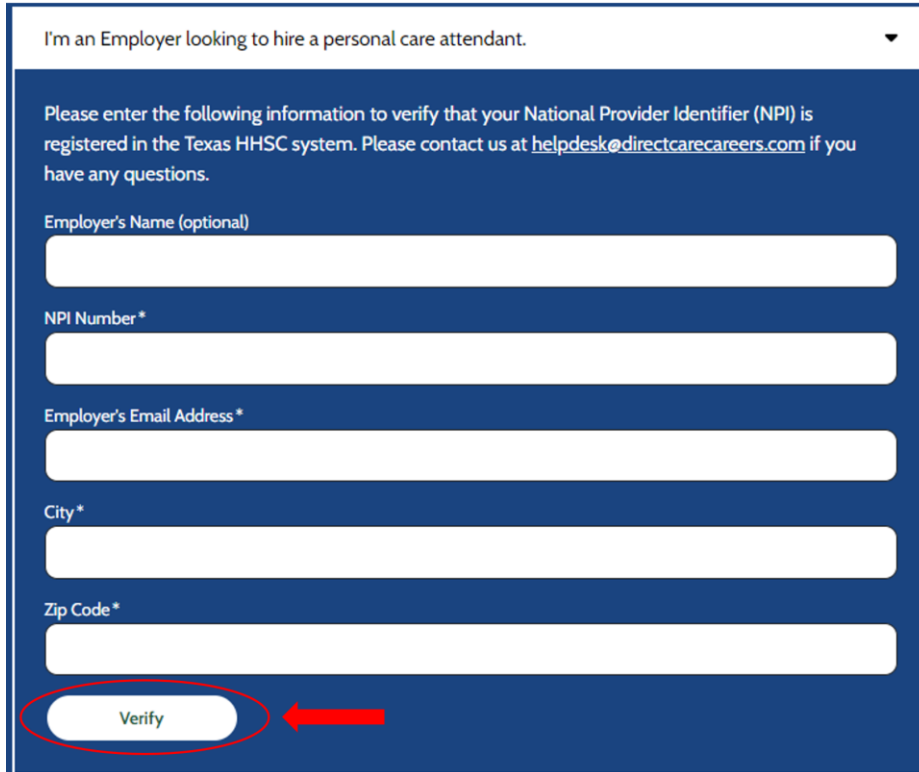


Image 1

Fill in the form that appears. This will be to verify that the user's NPI or Tax ID is registered with their state. Click Verify when finished and the system will check if they have been pre-approved (**Image 2**).



I'm an Employer looking to hire a personal care attendant. ▼

Please enter the following information to verify that your National Provider Identifier (NPI) is registered in the Texas HHSC system. Please contact us at helpdesk@directcarecareers.com if you have any questions.

Employer's Name (optional)

NPI Number *

Employer's Email Address *

City *


Zip Code *

Verify

Image 2

For all employer types (Corporate/affiliate) after clicking Verify the user will be directed to a page to create their user profile as manager for the Employer. Enter First and Last Name, Email, and Password. Click to agree to terms of use. Then click Create new account.

Logging In

Once on the home page, in the upper right corner a person icon  is visible (**Image 3**).

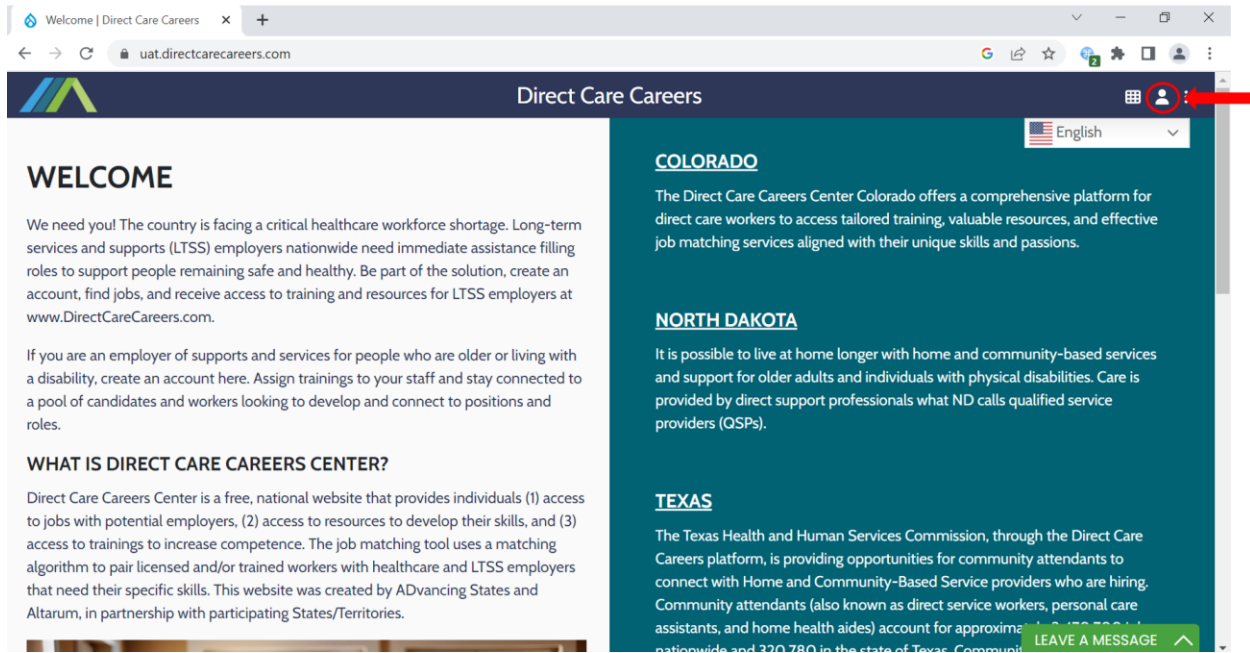


Image 3

Clicking this icon will show the menu that contains the login link. Click “Log in” (**Image 4**).

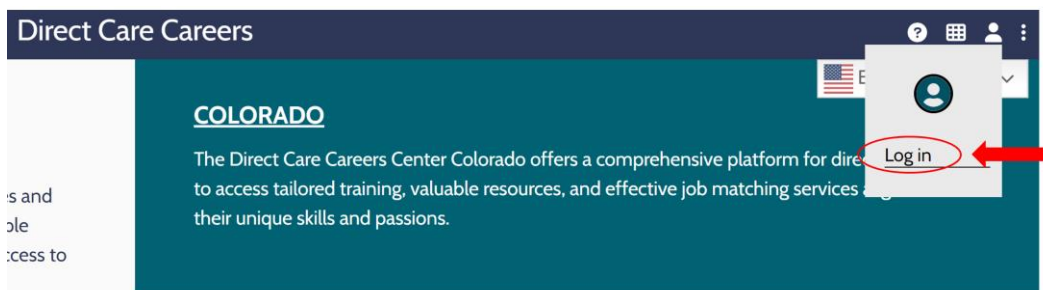


Image 4

Enter the Email or Username and Password.

Click the “Log in” button (**Image 5**).

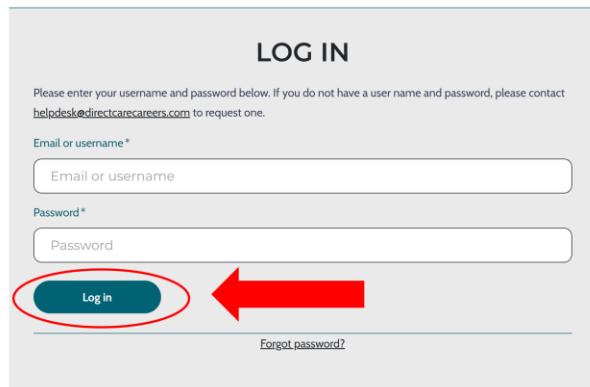


Image 5

If the user has forgotten their password, they can select the “Forgot password?” link at the bottom of this log in screen (**Image 6**).

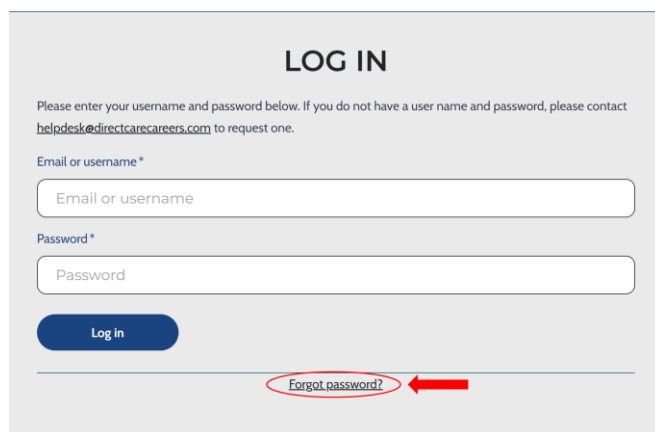


Image 6

On the next page, the user can type in the email they used to create the account and then press submit (**Image 7**). An email will be sent to the user letting them know how to reset the password.

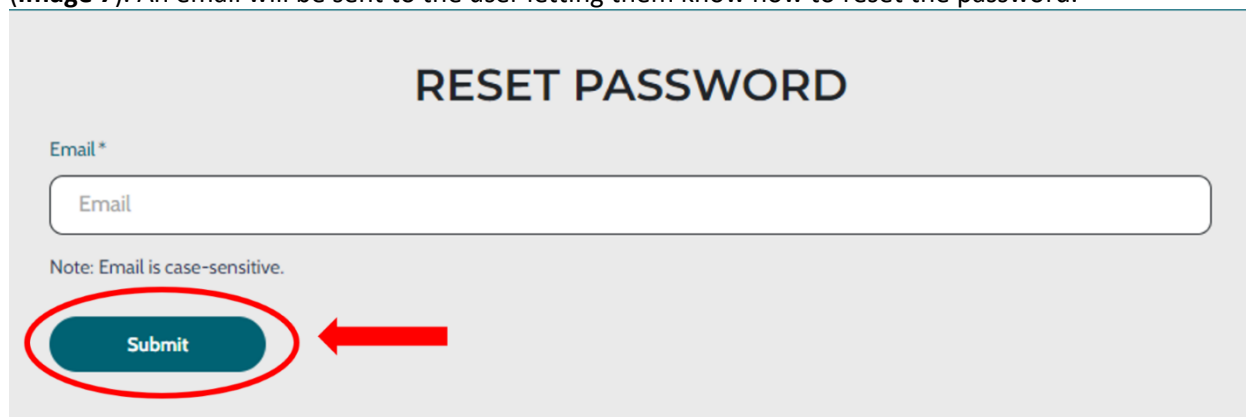


Image 7

Changing the site Language

The user can change the language of the website if they would like to. To do this, look in the top right side of the page, as shown in **Image 8**. The page will be on English by default. When the user clicks on the box, they can change the language to one of the options on the drop-down menu. (**Image 9**), and the page will refresh with the chosen language.



Image 8

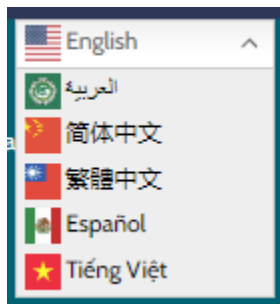


Image 9

Access Employer Manager Menu

As someone who will hire their own worker, the system calls the user the “manager.”

To access the Manager Menu, click on the Gear Icon in the upper right corner of the home page (**Image 10**). Once they click the Gear Icon is clicked, the menu will appear (**Image 11**).



Image 10

Note: Corporate users, visit the [appendix](#) for additional features.

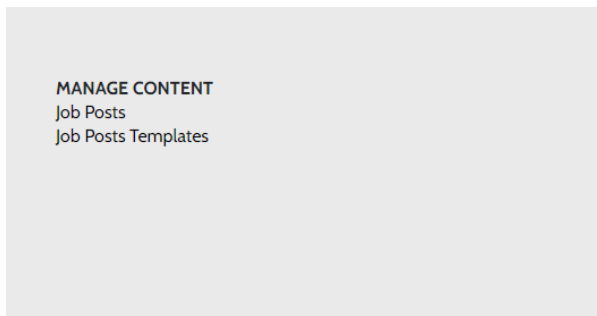


Image 11

Add, Edit, and Delete Job Posts

Add a Job Post:

There are 2 ways to add a job post:

1. Follow the previous step ([access the employer manager menu](#)) and click “job posts” (**Image 12**). This will take the user to the Admin – Manage Job Posts page.

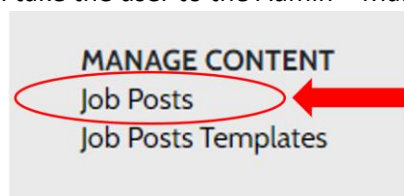


Image 12

Then click the “Add Job Post” button (**Image 13**).



Image 13

2. Another way to access this page is to click on the “My Workspace” link on the sidebar on the left side of the page (**Image 14**).



Image 14

From there, the user can either click the “Add Job Post” button the right side of the page (**Image 15**) or they can click “My Job Posts” on the top bar (**Image 16**) and then on the next page click “Add Job Post” (**Image 17**).

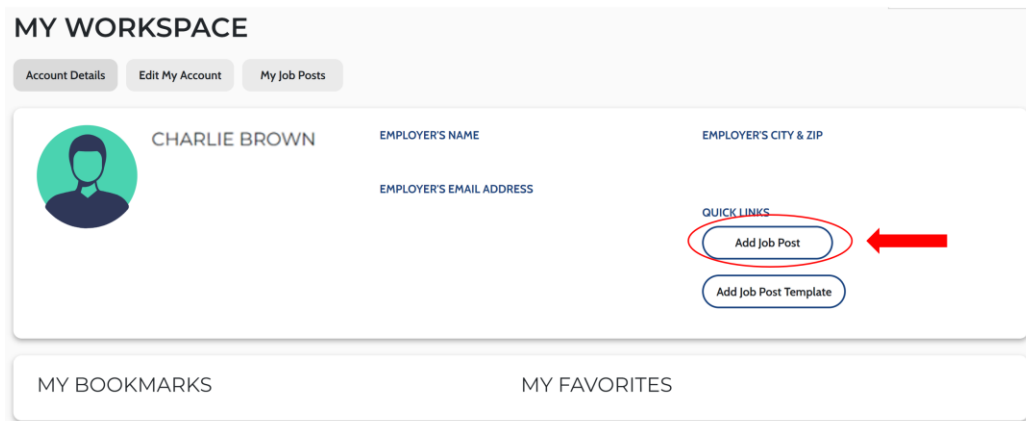


Image 15

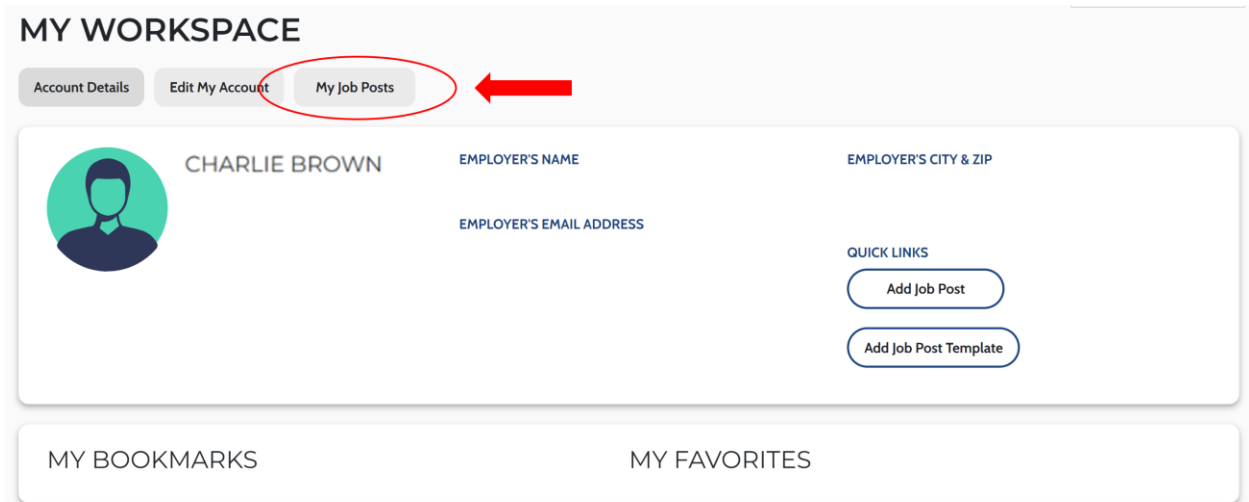


Image 16

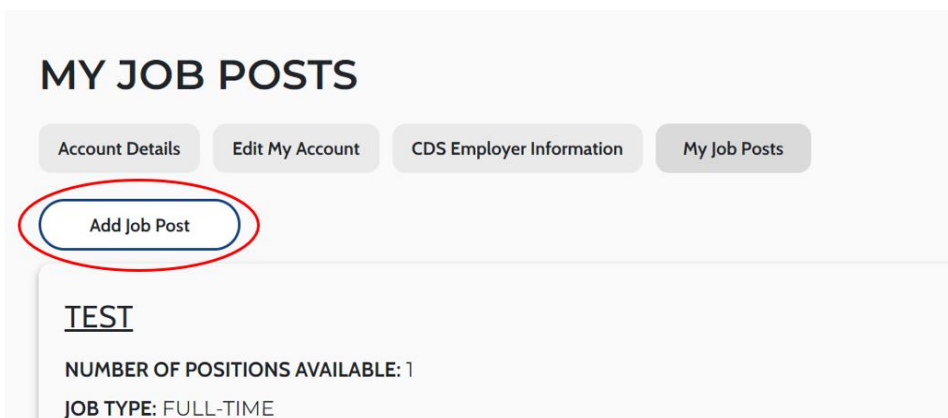


Image 17

No matter which step the user followed, next the user will go to the “Create Job Post” page.

Fill in the necessary information for the job they want to post including: job, types of services needed, minimum qualifications, availability, and more (**Image 18**).

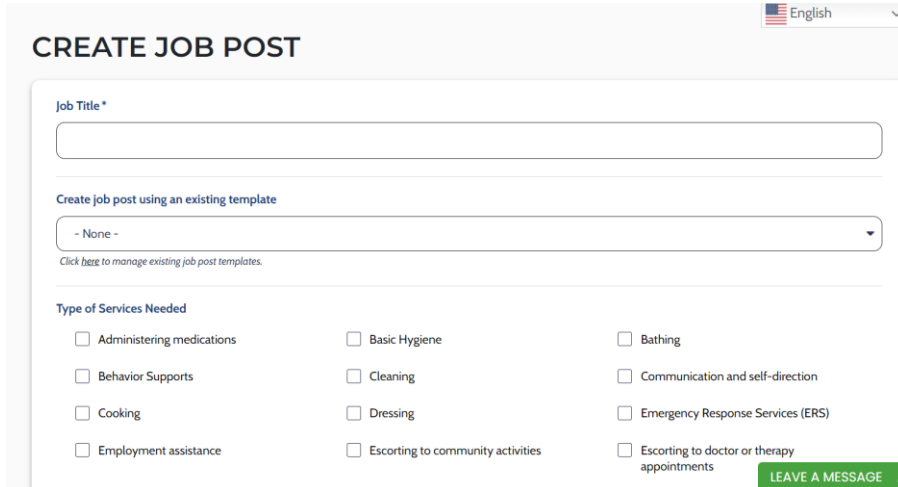


Image 18

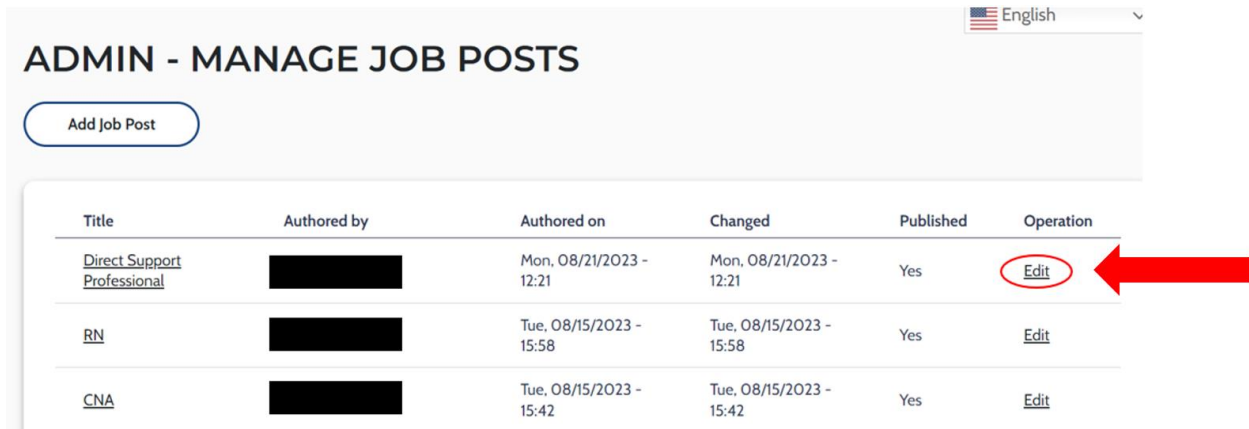
Once the user fills out the form with as much information as they can, click the blue “save” button at the bottom of the page (Image 19).



Image 19

Edit a Job Post:

To edit a Job Post, follow [Add Job Posts](#) steps to get back to the management page. Select the job listing that will be edited by clicking the Title or the “View Details” button. Click the Edit link associated with the Job Post they want to change (Image 20)(Image 21)



Title	Authored by	Authored on	Changed	Published	Operation
Direct Support Professional		Mon, 08/21/2023 - 12:21	Mon, 08/21/2023 - 12:21	Yes	Edit
RN		Tue, 08/15/2023 - 15:58	Tue, 08/15/2023 - 15:58	Yes	Edit
CNA		Tue, 08/15/2023 - 15:42	Tue, 08/15/2023 - 15:42	Yes	Edit

Image 20

PCA3 - Monday / Friday

View

Edit

Employer ID: 9673

Job ID: 96623

PCA3 - Monday / Friday

Number Of Positions Available: 1

Job Type: Full-Time

Work Location: Paris 79373

Language Preferences: English

Service Schedule:

Image 21

Next make the needed changes to the chosen Job Post (**Image 22**) and click the blue “Save” button at the bottom of the page (**Image 23**).

EDIT JOB POST DIRECT SUPPORT PROFESSIONAL

View

Edit

Job Title*

Direct Support Professional

☐ Select All / Uncheck All

Type of Services Needed

☒ Administering medications
 ☒ Basic Hygiene
 ☒ Bathing

Image 22



Image 23

Delete a Job Post:

To delete a Job Post, follow the same steps the user did to [Edit Job](#) Posts. The difference will be instead of clicking the “save” button at the bottom of the page, the user will instead click the white “delete” button (**Image 24**).

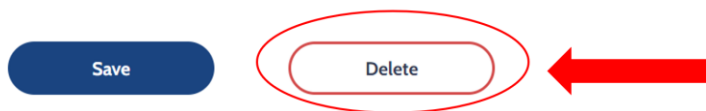


Image 24

It will ask the user to confirm that they want to delete this item (note: this cannot be undone). Once they are sure, click the blue “delete” button, and the post will be removed (**Image 25**).

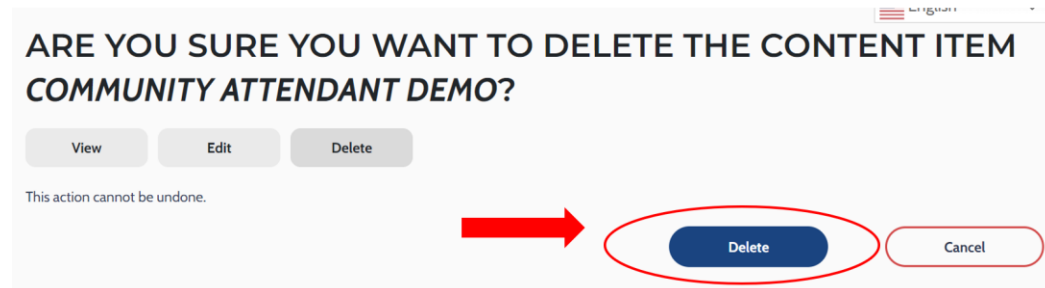


Image 25

Manage Content – Job Posts Templates

Add Job Post Template

There are 2 ways to add a job post template.

1. Go to the [Manager Menu](#) (gear icon) and select Job Post Templates (**Image 26**).

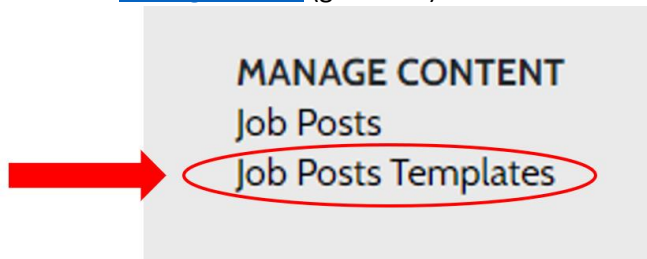


Image 26

Then click the “Add Job Post Template” button (**Image 27**).

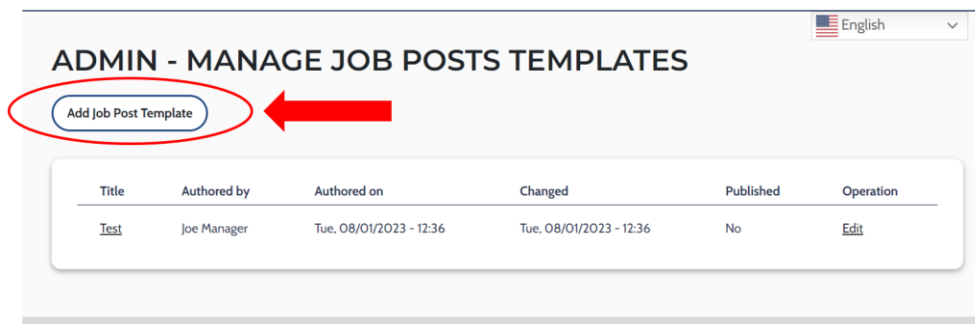


Image 27

- Another way to access this page is to click on the “My Workspace” link on the sidebar on the left side of the page (**Image 28**)

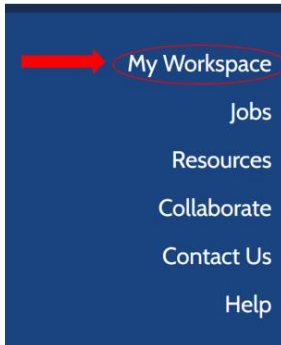


Image 28

From there, the user can either click the “Add Job Post Template” button on the right side of the page (**Image 29**) or they can click “My Job Posts” on the top bar (**Image 30**) and then on the next page click “Add Job Post” (**Image 31**).

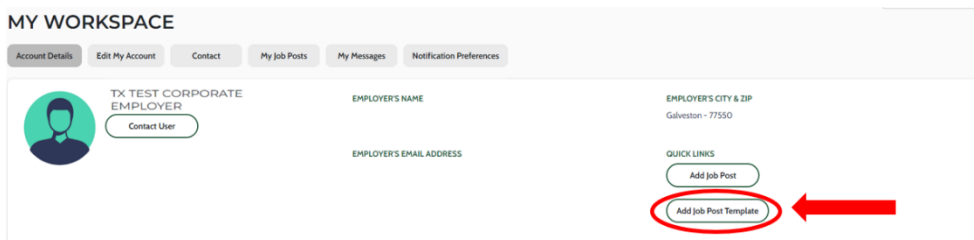


Image 29

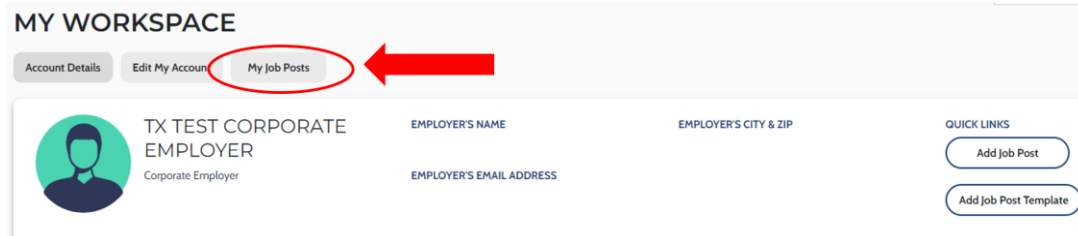


Image 30

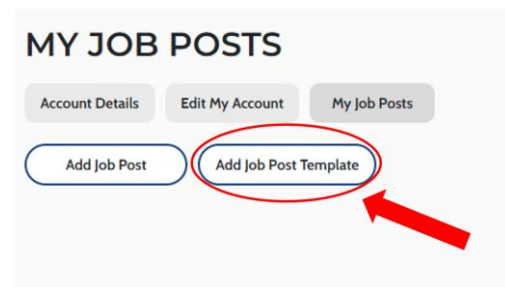


Image 31

After clicking the “Add job Post Template” button the Create Job Post Template page will appear (**Image 32**).

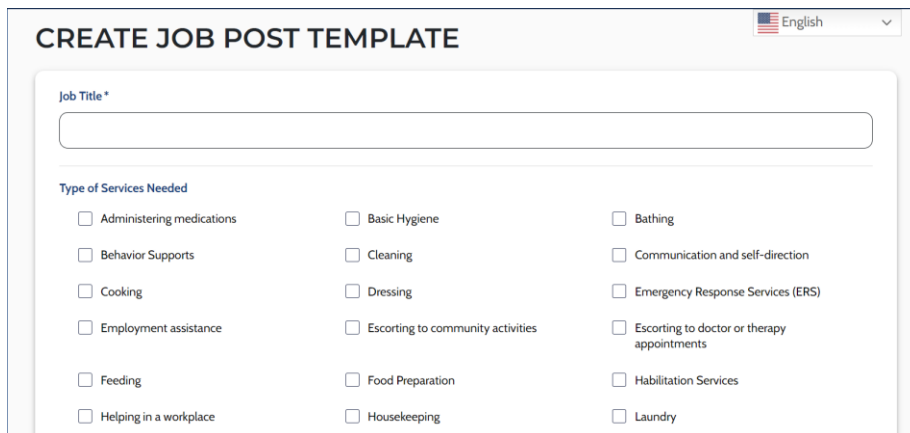


Image 32

From here, they can choose all appropriate choices as if they were creating a [Job Post](#).

By default, the box will be checked to save the template for future use. If you are not interested in this feature, make sure to uncheck the box. Once all selections are made, click the “Save” button at the bottom of the page (**Image 33**).




Image 33

Edit Job Post Template

To edit a Job Post, follow [Add Job Post Template](#) steps to get back to the management page. Once the user are there click the Edit link associated with the Job Post Template they want to change (**Image 34**)

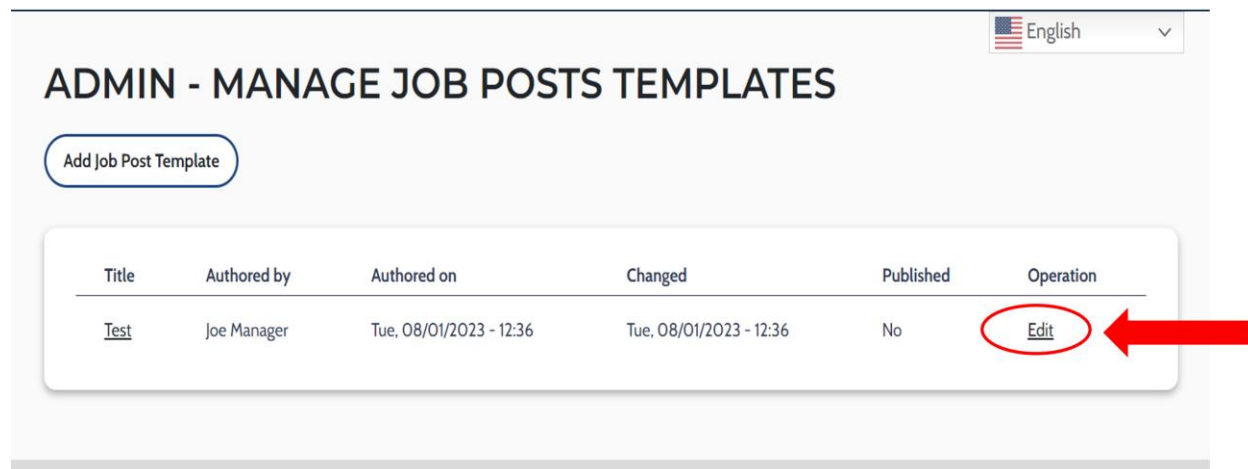


Image 34

Next make the needed changes to the chosen Job Post Template (**Image 35**) and click the blue “Save” button at the bottom of the page (**Image 36**).

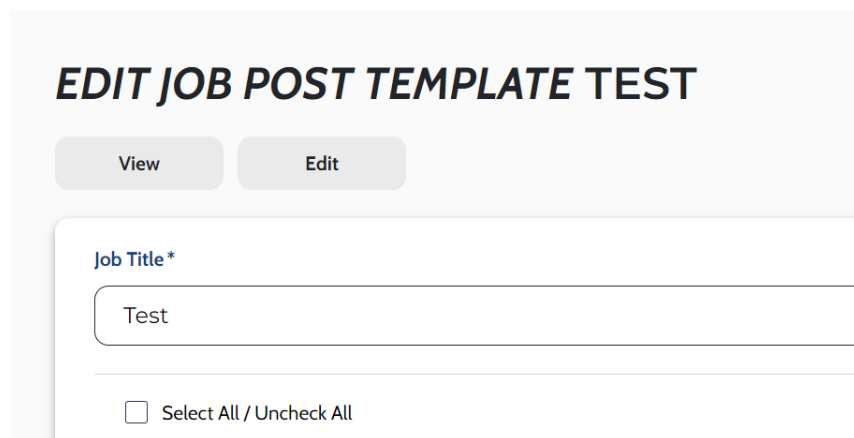


Image 35



Image 36

Delete Job Post Template

To delete a Job Post Template, follow the same steps the user did to [Edit Job Post Templates](#). The difference will be instead of clicking the “save” button at the bottom of the page, they will instead click the white “delete” button (**Image 37**).

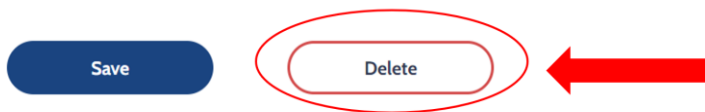


Image 37

It will ask the user to confirm that they want to delete this item (note: this cannot be undone). Once they are sure, click the blue “delete” button, and the post will be removed (**Image 38**).

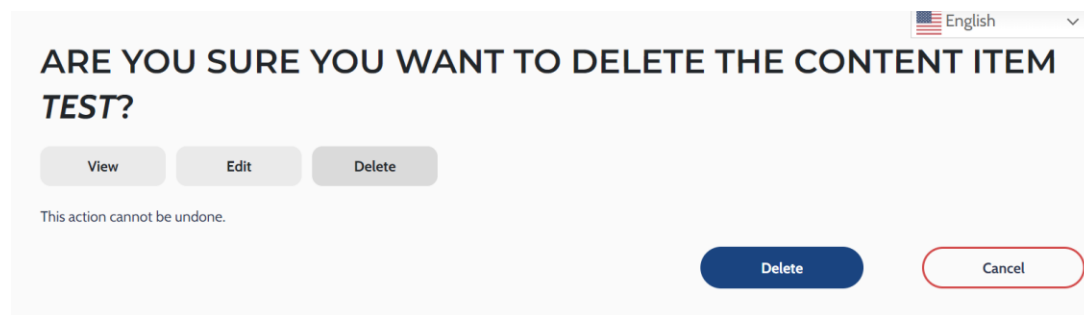



Image 38

Review/View suggested Candidates for Active Job Postings

To review the Candidates for Job Posts, from My Workspace, go to the My Job Posts tab (**Image 39**). If the user needs help getting here, refer back to the [Add Self-Directed Job Posts](#) directions.

MY WORKSPACE

Account Details
Edit My Account
My Job Posts



CHARLIE BROWN
EMPLOYER'S NAME
EMPLOYER'S CITY & ZIP
EMPLOYER'S EMAIL ADDRESS

QUICK LINKS
Add Job Post
Add Job Post Template

MY BOOKMARKS
MY FAVORITES

Image 39

Next, go to the Job Post for which the user wishes to review candidates. At the bottom of the job post they may see “more...”, click this (**Image 40**).

Test Corp
Job ID: 9771

NUTRITIONIST

NUMBER OF POSITIONS AVAILABLE: 1
JOB TYPE: FULL-TIME
WORK LOCATION: AUSTIN 81410
LOCATION: AUSTIN 73301
TYPE OF SERVICES NEEDED:

- Nutrition management

CREDENTIALS: NUTRITION
more...

Image 40

Scroll to the bottom of the job posting and the user will see a section labeled “Top Matches for Candidates.” (**Image 41**). These are the users that the system has automatically matched to their job posting based on how much their skills line up.

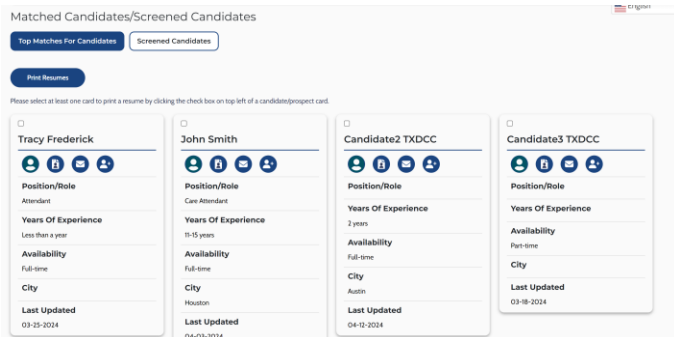


Image 41

Contacting Candidates

There are two ways that a user can get into contact with a candidate.

1. From [Matched Candidates/ Screened Candidate](#), on a Candidate's card the user can click on the Resume Icon to download the candidate's information (**Image 42**).

Resume Icon:

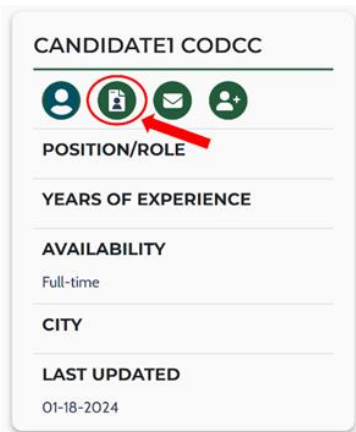


Image 42

If a user would like to contact a candidate, this is where they will find their phone number and email.

2. The users can also send messages to candidates they are interested in directly by clicking the mail icon (**Image 43**).

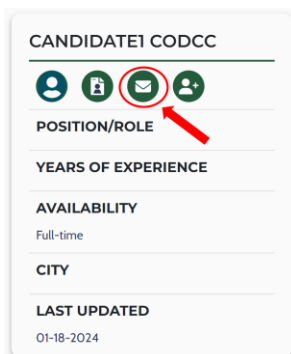


Image 43

This will bring the user to a page where they can send a direct message to the candidate (**Image 44**). Here, the user can let the candidate know they would be a good fit, and can ask for additional information if necessary.

CREATE A NEW MESSAGE

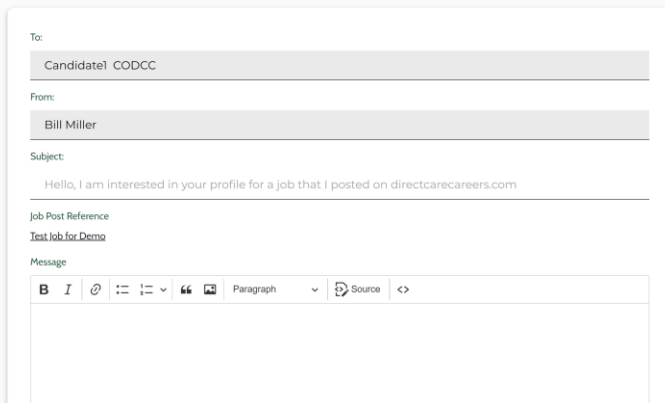


Image 44

Once a message is sent, users can look back at it on the “My Messages” tab on [My Workspace](#) (**Image 45**).

MY WORKSPACE

Account Details	Edit My Account	My Job Posts	My Messages	Notification Preferences
-----------------	-----------------	--------------	-------------	--------------------------




From	To	Subject	Authored on	Actions
Bill Miller	Candidate1 CODCC	Good Fit for job	01/25/2024 - 13:24	 

Image 45

Messaged candidates will automatically be added to the “Screened Candidates” section of the [Matched Candidates/ Screened Candidates](#) (Image 46). Candidates can also be manually added to this by clicking  on any candidate card.

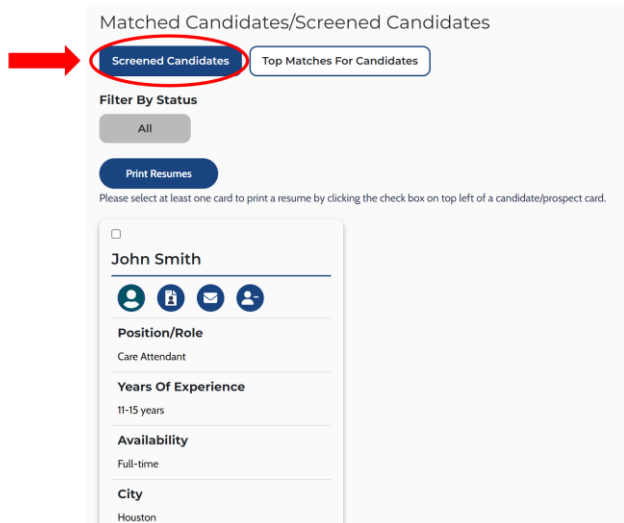


Image 46

To better organize the candidates that the user has saved, there is a dropdown feature where they can be sorted and filtered (Image 47)

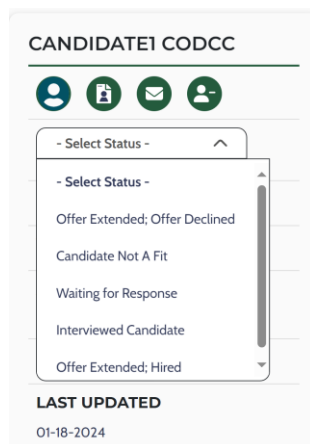


Image 47

Workers Registry

The workers registry is where users can see and filter all active users on the site. This is another way that potential candidates can be referred to job posts and messaged.

The worker registry can be accessed through the [manager menu](#) by clicking the gear icon on any page.

Then, under the “Workers Registry” section, click “Candidate” (**Image 48**).



Image 48

This will bring up all active candidates on the website (**Image 49**).

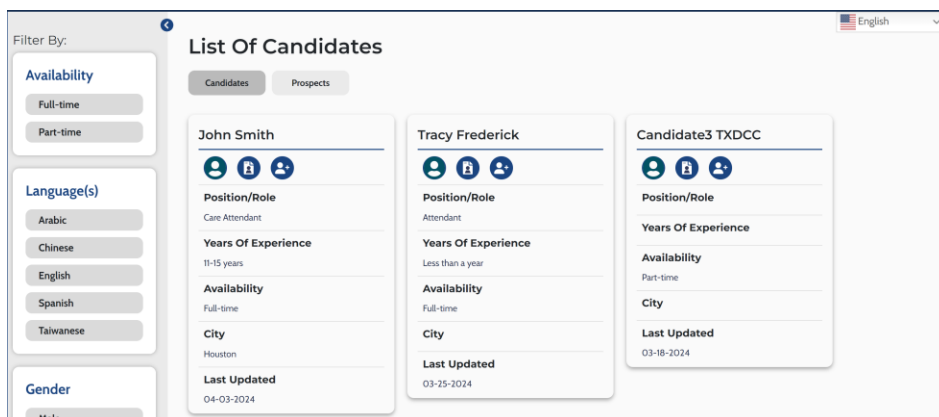


Image 49

Users can filter candidates by choosing certain parameters on the “Filter By” sidebar (**Image 50**).

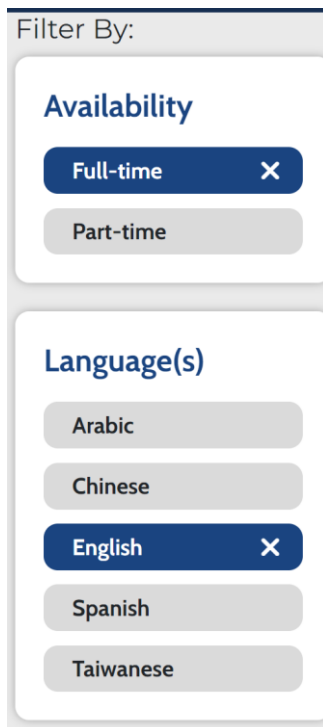


Image 50

For each candidate on this page, the user will see a candidate card. From here, the user will be able to access the candidate’s profile (👤), download their resume (📄), and add them as a prospect (👤+) (**Image 51**).

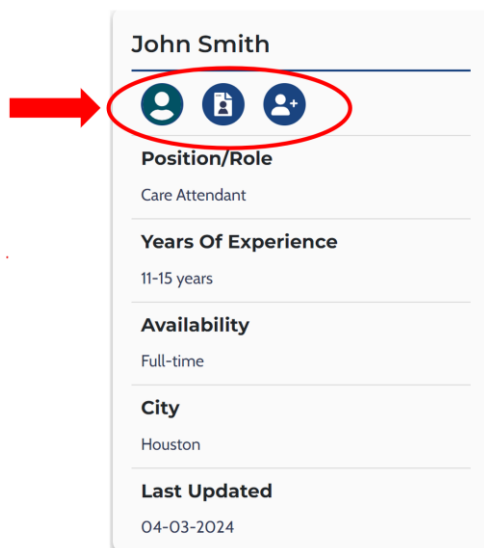


Image 51

Adding Prospective Candidates

If the user sees a candidate that they like for one of their job postings on the candidate list, they can refer them to the job and message them directly.

To do this, follow the steps from the [Workers Registry](#) section, and click on the “add prospect” button (Image 52).

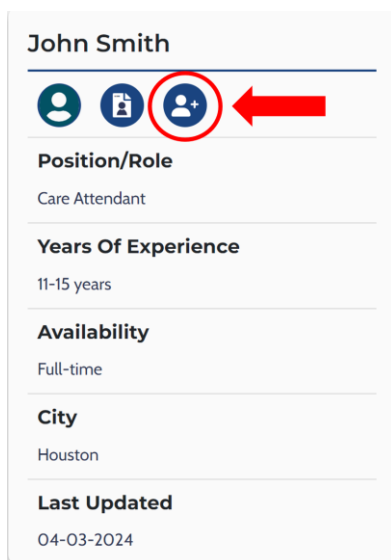


Image 52

This will move the candidate to the “Prospects” tab (Image 53). Click this to see all the prospects that have been saved.

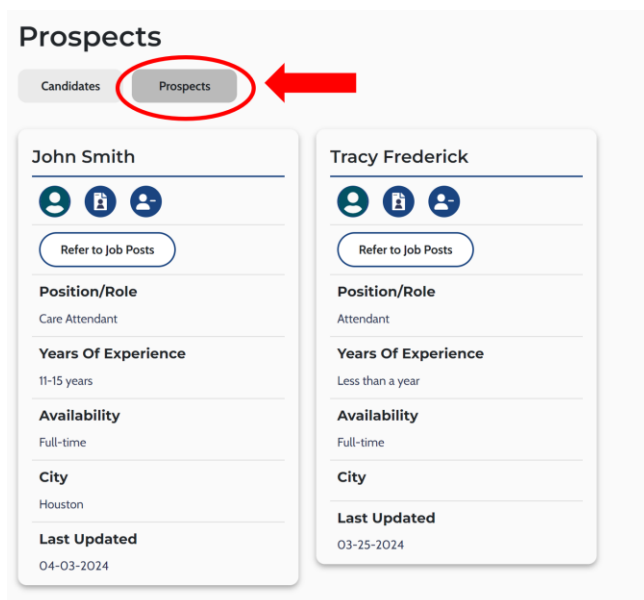


Image 53

From here, the user can refer any candidates they have saved to their pre-existing job posts. To do this, click “Refer to Job Posts”(Image 54).

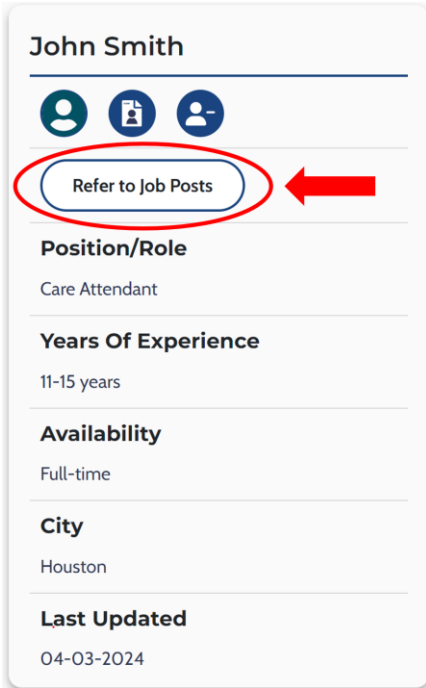


Image 54

The user can then choose one or more jobs they would like to refer the candidate to. When done, press “Refer to Job Post(s) (Image 55)”.

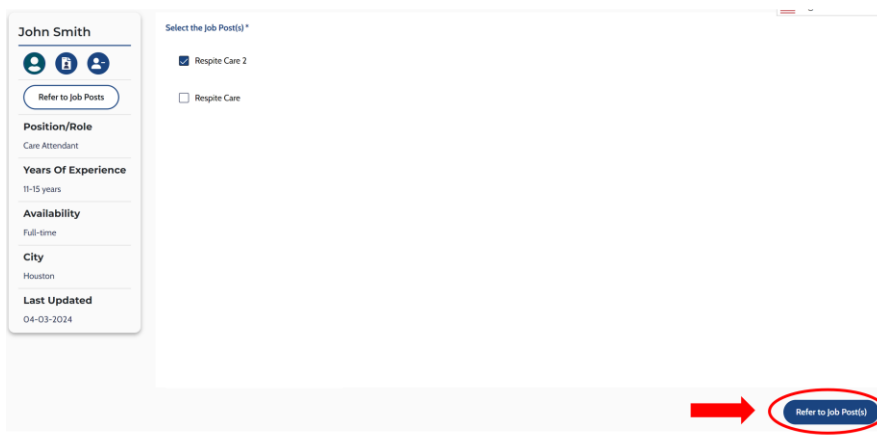


Image 55

Note: This is for internal tracking purposes only. The candidate is not messaged or notified when the referral button is pressed.

The referred candidate will now show up under “Screened Candidates” under the job post(s) that were selected (**Image 56**).

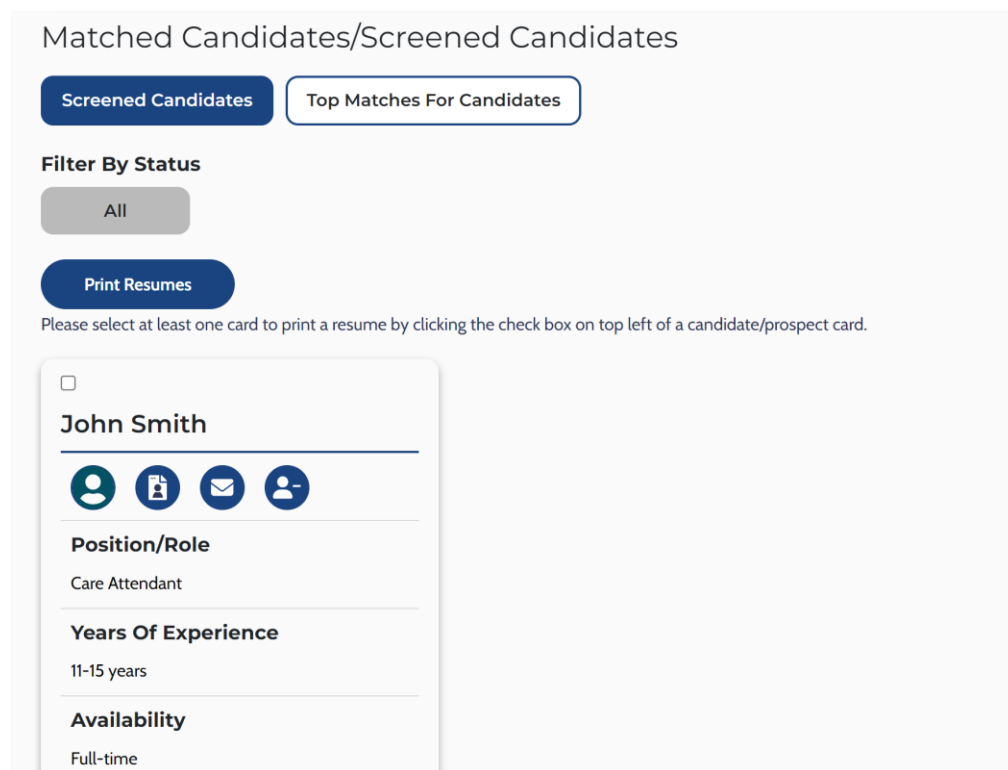


Image 56

For information on contacting candidates, visit the “[Contacting Candidates](#)” section in this document.

Getting Help

Help Documents Library

Many questions can be answered in the help documents library. This can be accessed by clicking on “Help” on the left sidebar of [My Workspace](#) (**Image 55**).

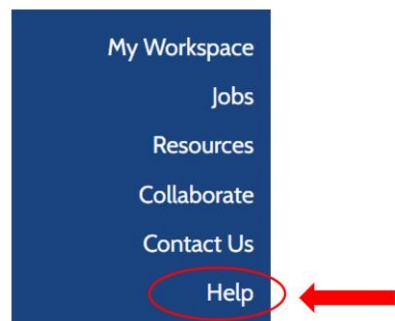


Image 55

In this section, the user can see how-to guides on commonly asked questions. If they have questions on a specific topic, they can type it in the keyword search. The user can also filter their selection to only show specific topic, languages, or user types using the filters on the lefthand sidebar (**Image 56**).

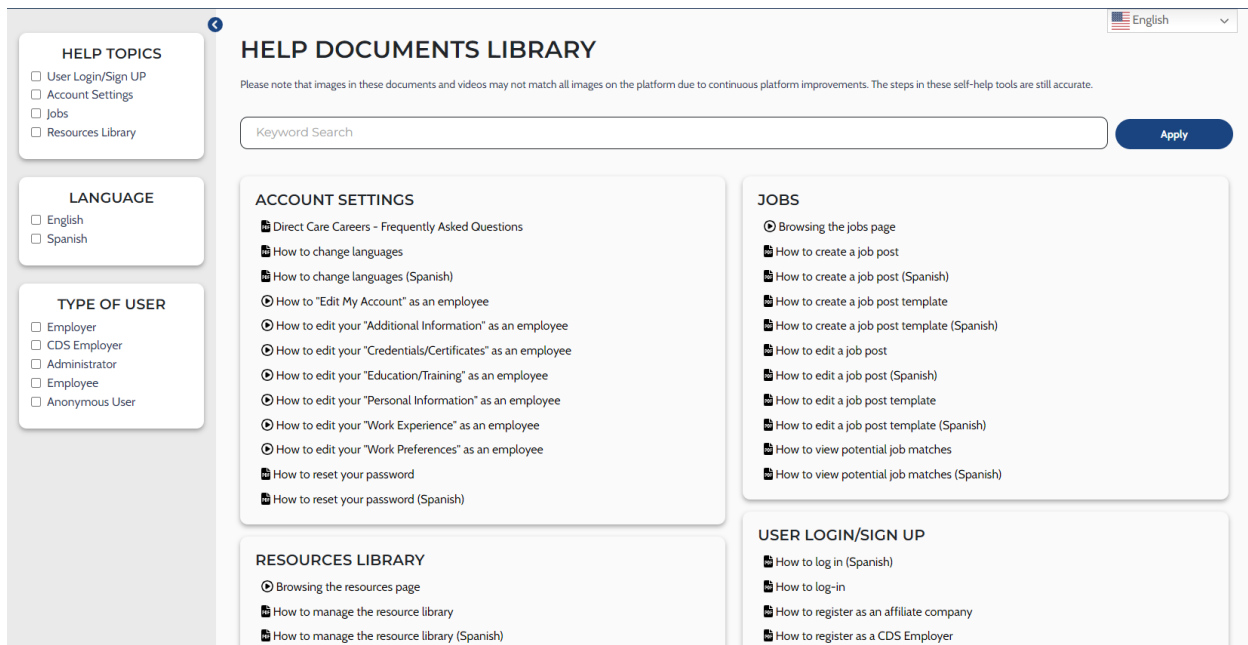


Image 56

Help Desk

If the user question cannot be answered by the help documents library, the user can contact our support team in two ways:

1. Live chat:

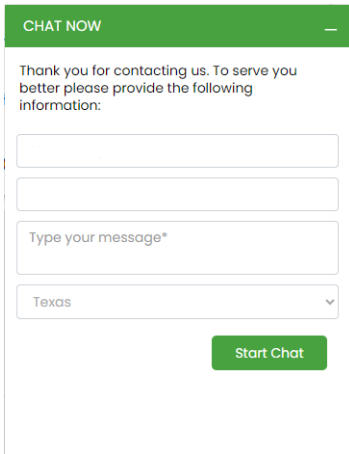
Speak to a live agent by clicking the arrow on the “Chat Now” box that appears in the bottom righthand corner (**Image 57**).



Image 57

Once expanded, the user can enter their information and question and an agent will get back to them in real time (**Image 58**).

****Make sure the user selects the correct state from the dropdown menu****



CHAT NOW

Thank you for contacting us. To serve you better please provide the following information:

Type your message*

Texas

Start Chat

Image 58

2. Email:

Click the Contact Us button on the left sidebar of [My Workspace](#) to be directed to an email form (Image 59).

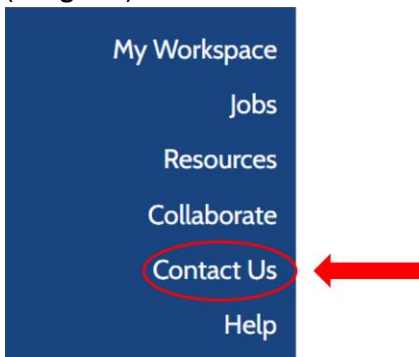


Image 59

Fill in the subject line and type in the message and a representative will respond to the inquiry as soon as possible (Image 60). The user can also email the help desk directly at helpdesk@directcarecareers.com.



CONTACT DIRECT CARE CAREERS

English

Subject*

Your name

Your email address

Message*

☐ Send yourself a copy

Send message

Image 60

Appendix: Corporate Users

My Workspace

As a Corporate Employer Manager, you can access both your profile as well as the company profile via your My Workspace, Account Details tab. Within the My Workspace there will be three tabs (Account Details, Edit My Account, and My Job Posts) (**Image 1**).

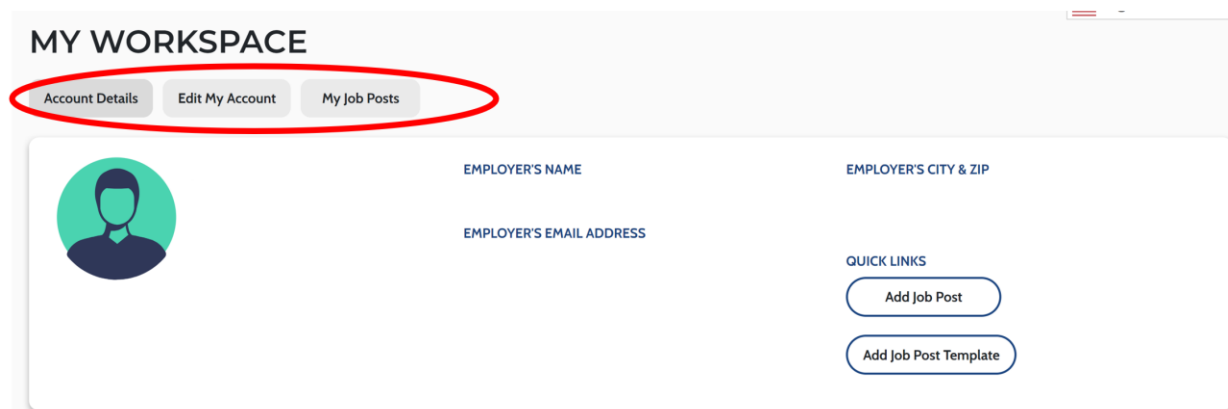


Image 1

To access My Workspace, click the circle icon on the top right navigation bar of the homepage (**Image 2**).



Image 2

Account Details

Account Details is the main landing page for the My Workspace (**Image 3**). Here you can view some basic information about your profile and manage employer profiles.

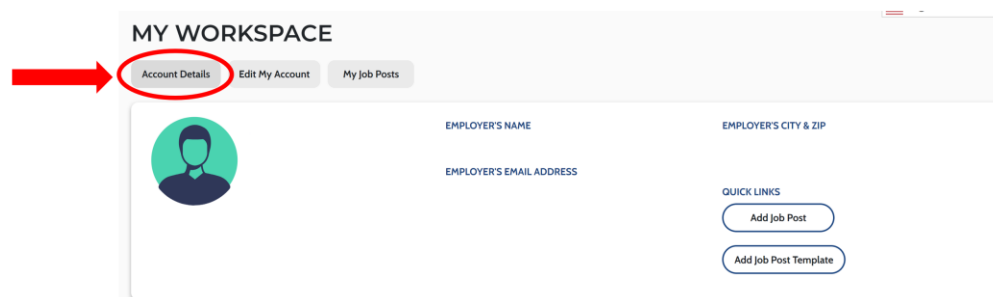


Image 3

Manage Employer Profiles

The second section on the Account Details is Manage Employer Profiles (**Image 4**). This is where you can manage the Company Profile as well as adding and editing any Affiliates.

MANAGE EMPLOYER PROFILE(S)

Click on the employer's name or the edit link below to update the employer information, account manager, and to add branches/locations.



Image 4

Edit Company Profile/Add Affiliates

To Edit the Company Profile or add an affiliate to a corporate employer you can either click the Underlined company name or click the Edit link at the bottom of the employer card (**Image 5**). This will direct you to the Employer Profile page.



Image 5

The first section is where you can edit the Company Profile (**Image 6**).

EMPLOYER PROFILE

You can make changes to the Employer's profile below. Please remember to click the Update button to save the information entered.

The provider's name, Tax ID number, email address, and zip code cannot be changed. Please contact the [helpdesk](#) for further assistance.

Provider's Name *

Tax ID Number *

Provider's Email *

Employer's Website (if any)

Zip Code *

Image 6

Once any changes are made be sure to click the Update button at the bottom of the card/section (**Image 7**).



Image 7

If you scroll down you will come to a second section where you can change the employer type (**Image 8**). If you intend to change the employer type, please be absolutely certain this is necessary.

If changing from Corporate to anything else you will lose the connections with all affiliates previously established. Only the Corporate Employer Type has access to Affiliates.

CHANGE EMPLOYER TYPE

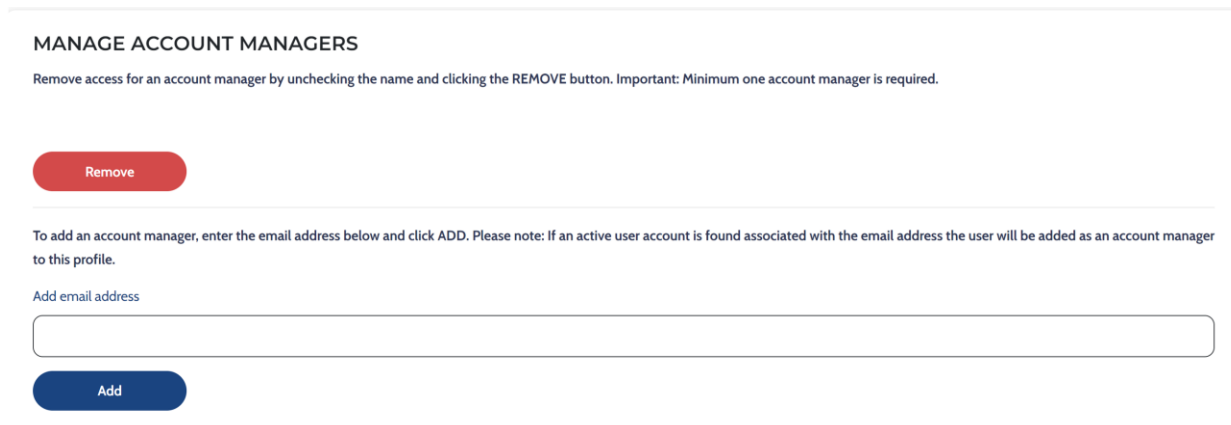
IMPORTANT: This action cannot be undone. A Corporate Employer or Managed Care Organization can manage other branches/locations and the relative job posts. Changing the employer type from a Corporate Employer or Managed Care Organization to something else can result in forbidding access to other branches/locations.

Corporate (with multiple locations) Individual Employer

Update

Image 8

Scrolling down again, you will find a third section under the Employer Profile page (**Image 9**). This is where Managers who have registered with the company profile can be removed from the account.



MANAGE ACCOUNT MANAGERS

Remove access for an account manager by unchecking the name and clicking the REMOVE button. Important: Minimum one account manager is required.

Remove

To add an account manager, enter the email address below and click ADD. Please note: If an active user account is found associated with the email address the user will be added as an account manager to this profile.

Add email address

Add

Image 9

Please note that if you remove a manager from the account you must contact [Help Desk](#) for assistance in adding the manager back on to the account.

The final section on this page – Manage Branches/Locations, is where you can add an Affiliate (**Image 10**).



MANAGE BRANCHES/LOCATIONS

Provider's Name

FMS ID Number *

Provider's Email *

Zip Code *

Add New Branch/Location

Image 10

Once the information has been completed and the “Add Branch/Location” button clicked, staff from that location can register as a manager under the Affiliate (**Image 11**). This user would have manager access, but only for the affiliate to which they were added. And affiliate location will follow the registration process to create their own account.



Image 11

Appendix: North Dakota Worker's Registry

A unique feature with North Dakota is a public-facing registry that allows individuals to browse active Quality Service Providers (QSPs) and QSP Agencies.

To access this registry, choose “North Dakota” on the list of states on the home page (Image 12).

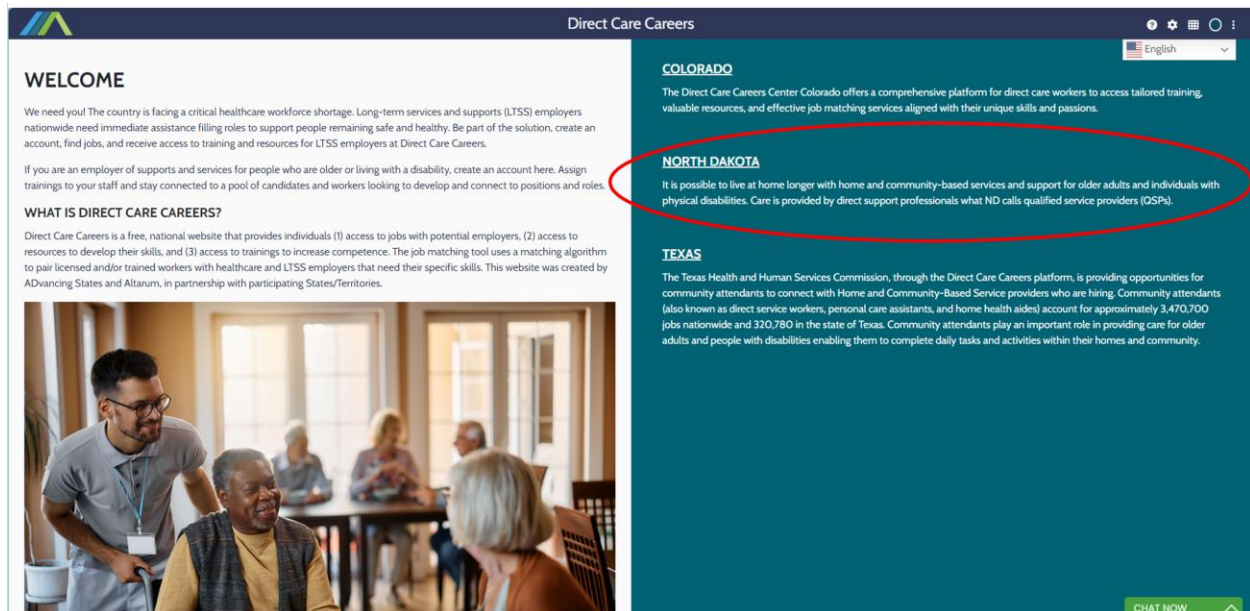


Image 12

On the next page, click “Search Worker’s Registry” (Image 13).



Image 13

This will take you to the search page. If you know a provider’s name you can enter it here, and if they are in the registry, it will pull up their information. Otherwise, you can search by City, County, or Type of Services Needed (**Image 14**). Hit “Search” at the bottom when finished.

QSP AND QSP AGENCIES PUBLIC REGISTRY

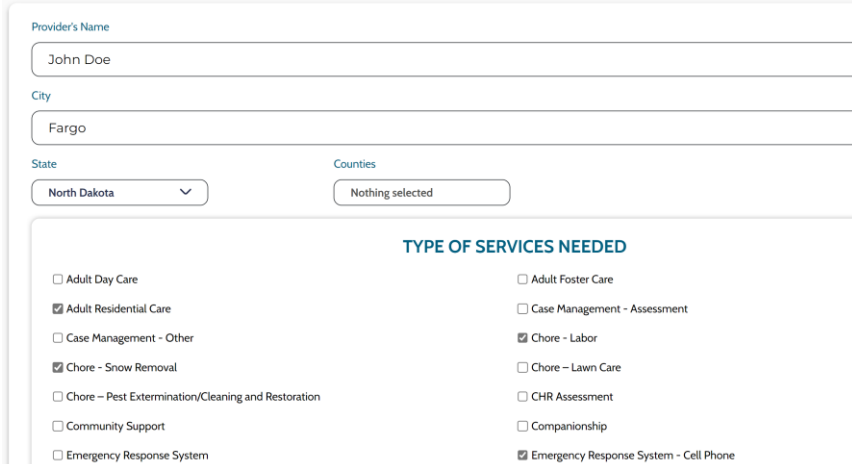


Image 14

If you would rather see all available database providers, click the “Browse All QSPs or QSP Agencies” button (**Image 15**).



Image 15

On the next page, you will get a list of providers, depending on your search parameters (**Image 16**). Under each provider, you will be able to see their location, email, and approved services. Filters are also available on the toolbar to narrow your search further.

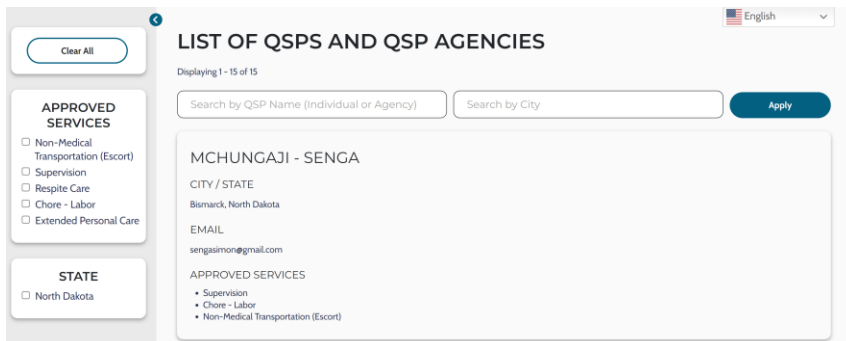


Image 16