

Expert Assistance

It's not always easy to find the right caregiver for your family, especially when you're balancing work. One of our Care Specialists can help ease the process of finding caregivers that meet your needs.

EXPERT ASSISTANCE

Work with one of our Care Specialists to find the right caregiver for your family. First, you'll share requirements, budget, and other details for the caregiving job. Then, our Specialists will post a job and review applicants to provide you with top options that meet your stated needs.

After you identify a final candidate, you may request from the caregiver a Criminal and Motor Vehicle Records Background Check before making the hire – at no cost to you.

Use Expert Assistance to help you find:

- Full and part-time after school care
- After school programs
- Nannies and babysitters
- Tutors and distance learning facilitators
- Pet sitters and groomers
- Special needs caregivers



Process Overview

We will help you work toward finding your family the best fit with our efficient process.

Family Assessment

Upon enrolling in the program, you will connect with a Care Specialist who will obtain more information about your family's care needs. After our conversation, you will complete a family assessment that asks questions about the position and any ideals or deal breakers you may have for a caregiver. Once the family assessment is complete, your Care Specialist will compose a job description and, once it is approved by your family, post it on your Care.com account.

Provider Applications

Our team then connects with caregivers in your area and conducts brief phone interviews to review the job requirements and gain insight into the caregivers' experience. If we think a caregiver is a good fit for your needs, we will ask more extensive interview questions so the caregiver can detail their level of experience.

Family Interviews

Your family is responsible for connecting with the caregivers and scheduling interviews. We will send you interview tips and questions that will help you through this stage of the process.

Background Screening

For the top candidate you choose to hire, you may request from the caregiver a Criminal Records Check + Motor Vehicle Records, the details of which may be found on the [Safety Center](#).

Hire

Your family will ultimately choose who to hire. With this service, we will oversee and respond to any activity on the website and assist you with pre-screening candidates.

How it Works:

- 1 Enroll and login to your account with your JHED ID at johnshopkins.care.com.
- 2 Email expertassistance@care.com or call 855-781-1303 ext. 4 to connect with a Care Specialist and get started.

