

MANAGING YOUR PERSONAL ASSISTANTS

Contents of This Factsheet:

1	Introduction	
2	Trial period	5
3	Communication	6
4	Instruction & training	7
		Annual appraisals

1 Introduction

- Learning how to manage your employees is an important part of getting the most from your PAs.
- The nature of the relationship you have will depend on your personality and preferences.
- Some people like to give precise instructions and constantly supervise the work being done. Others like to identify key tasks and leave PAs to use their initiative.
- Whatever management style you decide to adopt, there are some basic points that might be useful for you:

2 Communication

- be very clear about what you want done and how you want it done
- show your appreciation for work well done
- be clear about the type of relationship you want between yourself and your PA

3 Instruction and Training

- give clear and effective instructions.
- do not assume that your PA will know how to do a particular task
- be clear about your needs.
- go through procedures step by step – teach the procedure correctly the first time and be consistent, explaining why your particular method suits you.

- consider formal training for things such as lifting, moving & transferring, food hygiene & preparation and First Aid.

4 Feedback

- listen to what your PAs have to say
- ask for their views and tell them about yours

5 Formal Supervision Meetings

- they can be an easy way of sorting out problems that have not been solved informally
- they give a chance to bring for discussion matters that are not mentioned on a day-to-day basis
- they can be particularly helpful if you employ more than one PA

6 Annual Appraisals

- they allow opportunity to review how things are going longer term and to review any training needs

There are resources available to help you learn more about managing your PAs. Being in touch with other Direct Payments users is another good way of learning about managing PAs. If you would like to know more about either of these, please ask the DPSS for details.