Accra Job Board – User Guide

The Accra Job Board is now live!! The job board is now housed within the Accra Access Portal. To get started, either the Responsible Party or the Caregiver will need to be sent a portal invite by Accra.

Candidates - Any individual who is interested in working as a caregiver can create an account on the Job Board after they have been invited to the Accra Access Portal, regardless of if they have been hired or are just starting the process of applying.

Responsible Party – The Accra Job Board is available to all active Accra clients.

Creating your Account:

The invitation email will have two hyperlinks in them; the first hyperlink will take the user to the account creation page; the second hyperlink will direct the user to the sign in portal.

> **Username:** The username will always be the user's email address on file.

> **Password:** The user will have to create an account password which is ten characters or greater.

**Be sure to save this information as you will need to log in to your account to manage the post. This includes when you set up the account, after your post has been approved by Human Resources so it can be made public and to make the post private after a position has been filled.

Table of Contents

Users who are both a Caregiver/Responsible Party

1. Caregiver View – when users who are both a caregiver and Responsible Parties log into the Accra Access Portal, they will see the portal in the Responsible Party view by default. If you wish to view the portal as a caregiver, select your initials at the top right-hand corner and then toggle on the "Caregiver View".
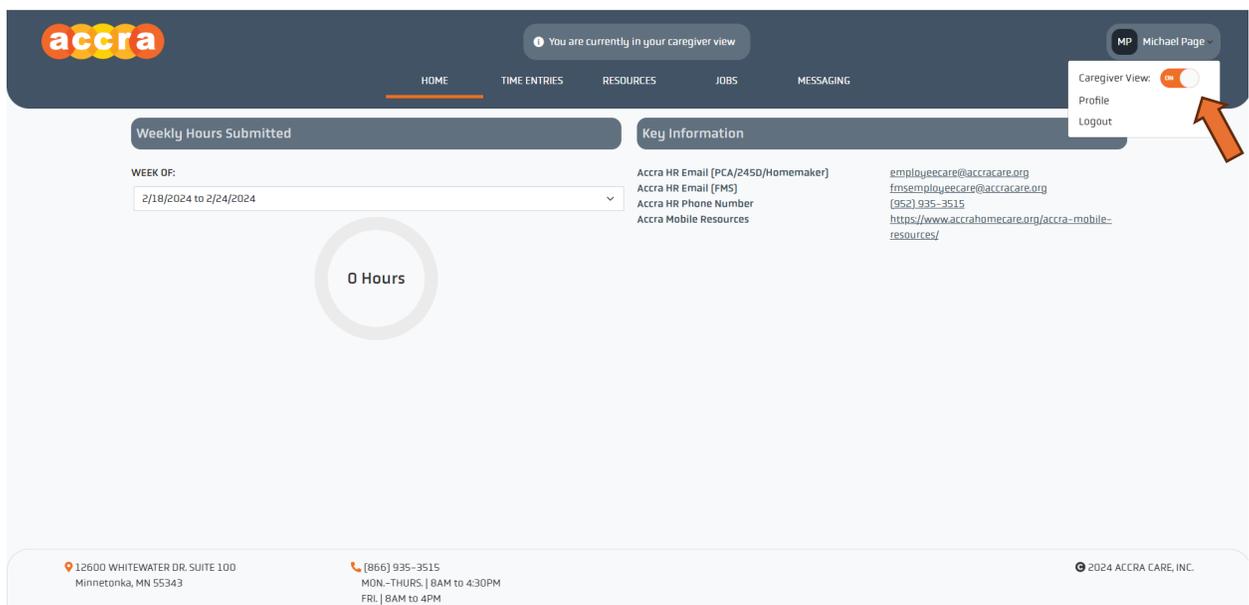
- **Responsible Parties looking for caregivers** - If you are acting in the Responsible Party role and wish to view caregivers and post a profile on behalf of the client, the "Caregiver View", should be turned off.

  **You will know you are in Responsible Party view if the client's name and ID is listed in the top banner or drop-down menu.

- **Caregivers looking for clients** - If you are looking for clients as the caregiver or wish to post a profile for other clients to view, you will want to be sure "Caregiver View" is turned on.

  **After you have turned on the Caregiver View, a banner at the top should appear that reads, "You are currently in your caregiver view."

Responsible Party Views

1. Home Screen – when logging into the Accra Access Portal, the Responsible Party will be greeted by the home page. On this page, they will have information about the clients' Service Agreement, program announcements, key information about Accra's points of contact and current budget information.

2. Multiple Clients - If a user has multiple clients that they are the Responsible Party for, they will have a drop-down menu located at the top with the list of clients to choose from. When they select the client from the drop-down menu, the client's information will show on the Home Page.

**Be sure to select the client from the drop-down menu that you intend on finding a caregiver for before moving on to the job board.

3. Job Posts - Select the "JOBS" tab found at the top - In this section you will see a list of the different Job Posts that can be made public for caregivers to view.
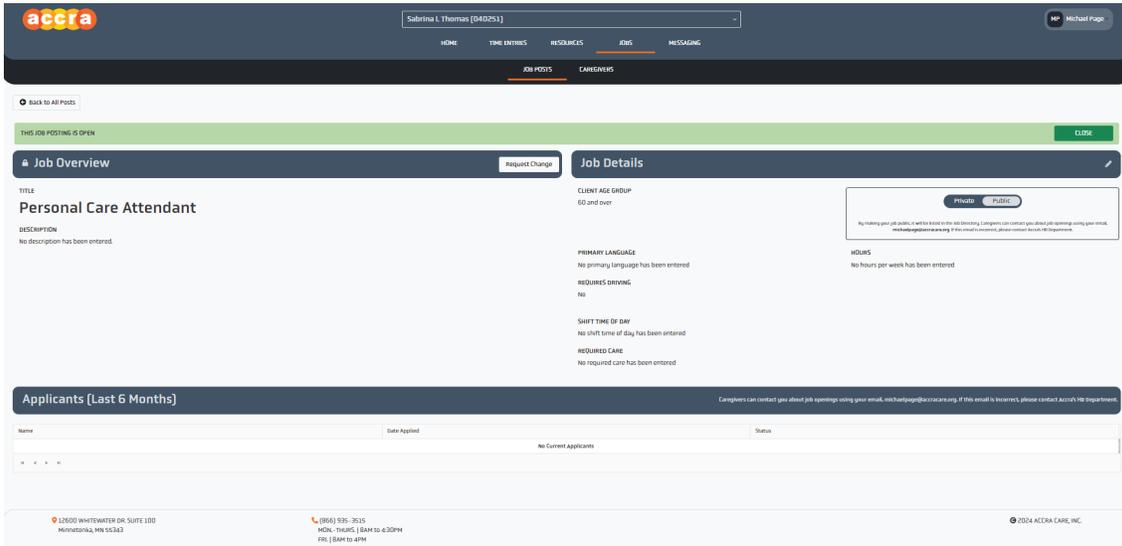
   While on this page, you will find tiles for the different services the client has been admitted for. To make a job post public for caregivers to view, select the tile that corresponds to the position you are looking to post.
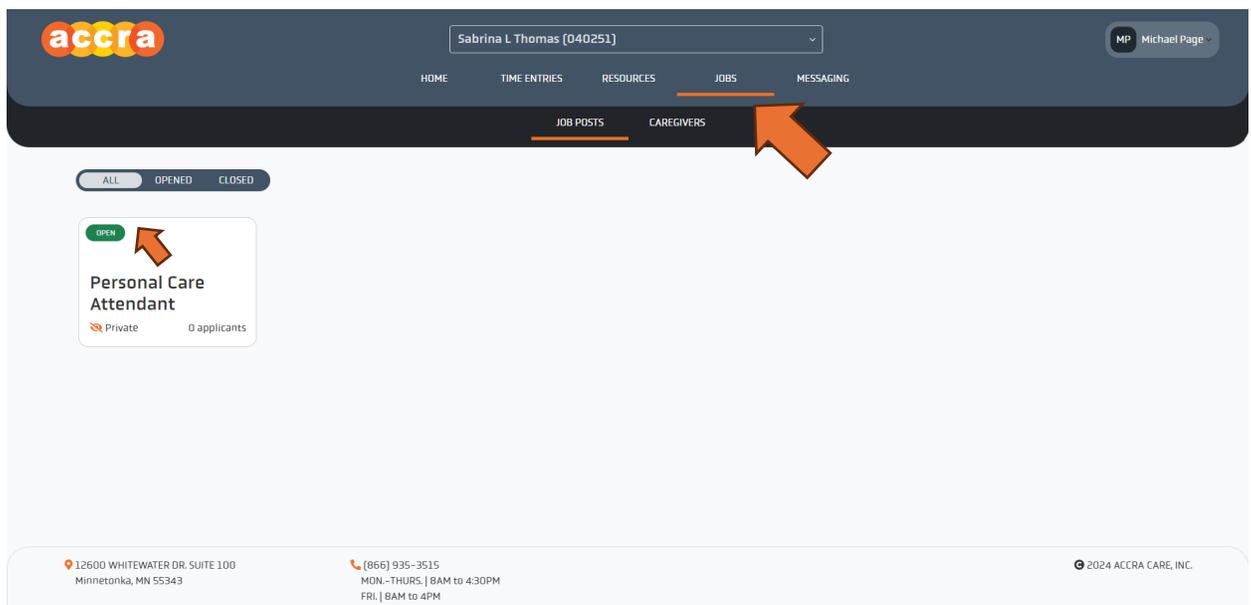
**The client must be admitted to the service before the tile for the job post will show up.

***You will want to be sure to manage the "Open" tile if there are multiple, not the "Closed" tile.

4. Managing Job Posts – on the job post page, you can request to make a change to the job description to include information regarding the position.

**Please note, if you make a change to the job description, the post will be made private by default. After HR has approved the job description, you will need to log back into your Accra Access account, go to the job post and toggle the post to be made public before caregivers will be able to view the post and contact you through the job post.
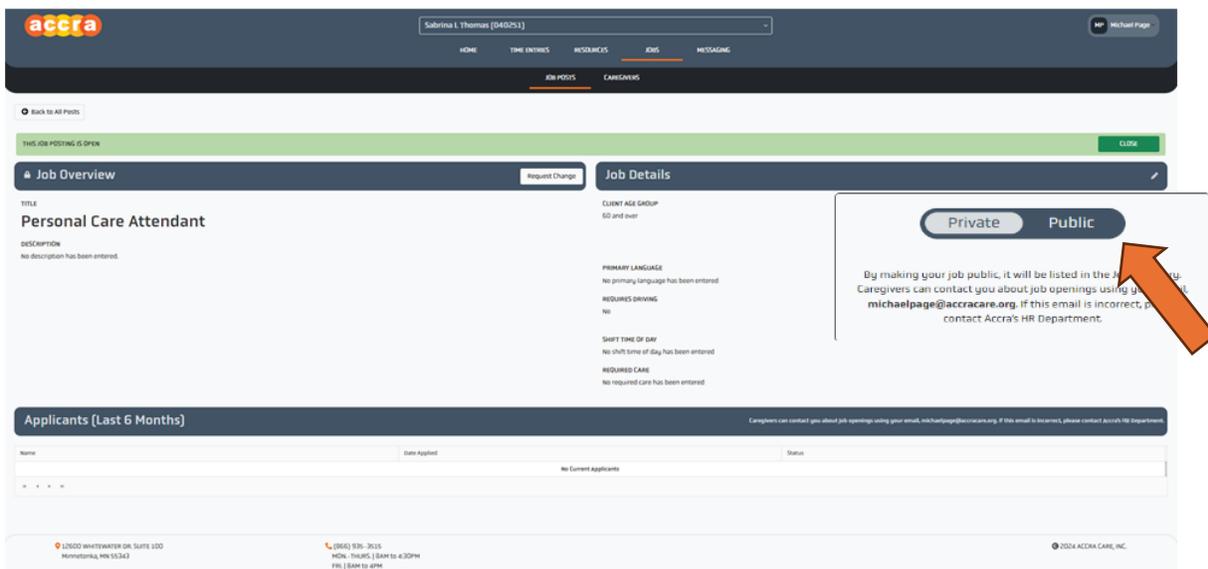
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5. Edit Job Details – when editing the job details, you can list the client's primary language, how many hours you are looking to fill, whether driving is required for the position, shift time of day, and care required.
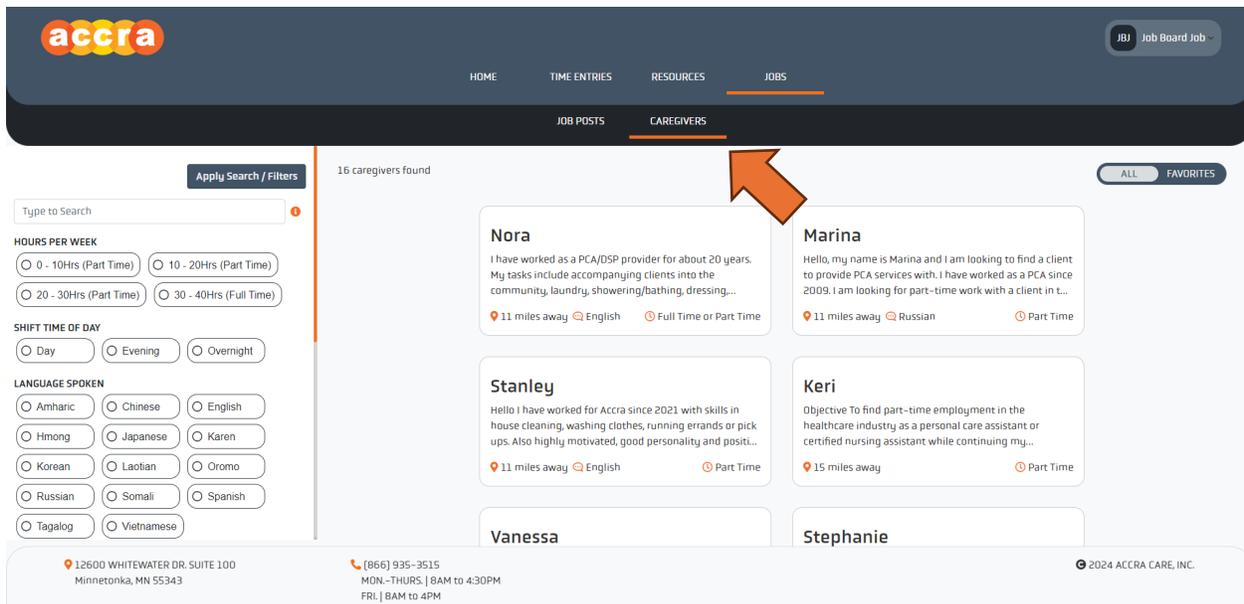
6. Searching for Caregivers - under the Caregivers tab, you will see a list of caregivers that are looking for clients to work with. If you select the tile associated with the name, the job profile for that caregiver will show up. This profile will have information on the caregiver, such as:

- How many hours the employee is looking for
- How far away they are located from the clients address on file
- Languages spoken
- A Biography on the employee and their previous work experience amongst other information.

7. Caregiver Job Post – after you have selected a tile, the caregivers job post will pull up. In this post, the caregiver will have a brief Bio about themselves and their work experience, information on travel preferences, hours and availability.
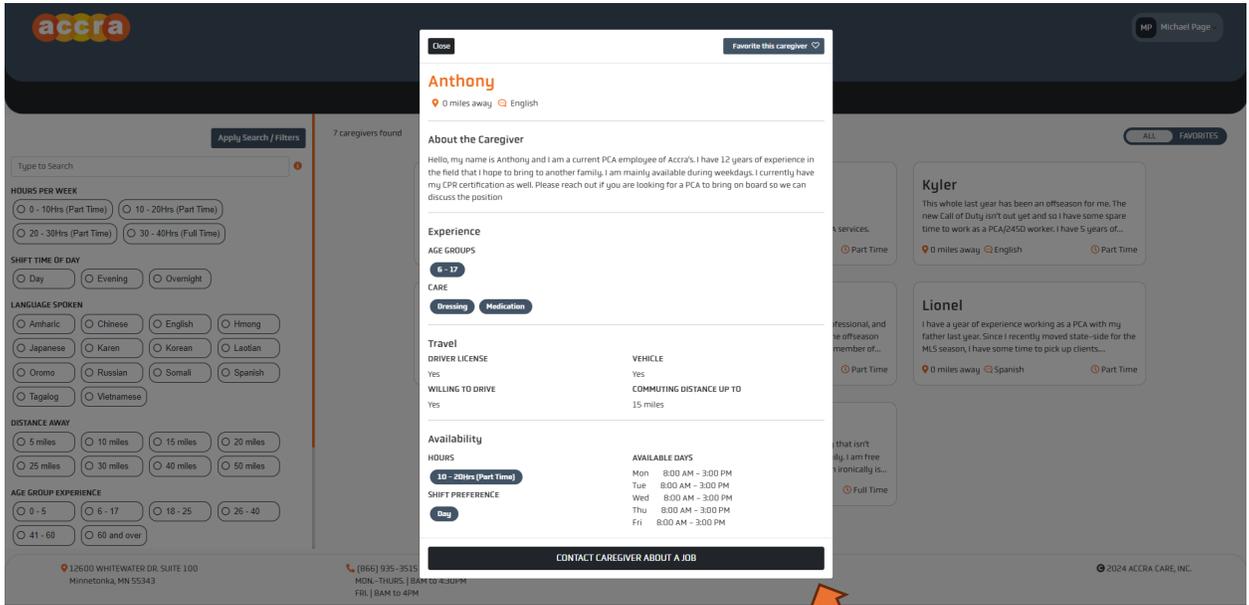
After reading through the job post, if you are interested in contacting the caregiver to discuss the position, select the "Contact Caregiver About a Job," button at the bottom of the post. This will open a new email draft through your devices default email program/application so you can compose the message.

Please note, when sending an email, the user does not have any context as to what an email is regarding. We ask that you mention you are contacting them about their Accra Job Board post when sending the message.

**Once the message is sent, it will be delivered to the users email inbox so they can respond. If they respond, the message will be sent to your email.

Caregiver Views

1. Home Screen – when a caregiver logs into the Accra Access Portal, they will be first greeted by the home page. The home page will have information on how many hours they have submitted each week, and key information on points of contact for Accra Access related items.

2. Job Board – Select the "Jobs" tab found on the top navigation bar to view the job board.

   When the job board loads, you will see tiles populate, these are job posts that have been set up by the clients' Responsible Party. The header of the tile will have the title of the position the Responsible Party is looking to fill (ex. Personal Care Attendant (PCA), Direct Support Professional (245D services or Financial Management Services (FMS)).

3. Client Post – when you select one of the tiles, the client profile will load. The post is managed by the Responsible Party and includes information regarding the position such as: Distance, Number of Hours, Age Group of the client, Primary Language, and a Description of the position.

4. Caregiver Job Profile – while under the jobs tab, select, "My Job Profile" subtab.

   After you have selected, my job profile, you will be brought to a page which will have a table that lists all the job profile's the user has created. If this is your first job profile, the table will be empty. Select, create job profile.

   Once you are on the job profile page, you will see the form below. Select the pencil icons next to the different fields to edit each section. This includes Primary Language, Bio, Experience, Availability and Travel information.

   Please note, to create a job profile, you must create a bio to be reviewed by HR. After the bio has been approved by HR, you will receive an email notification. From there, you must log into your Accra Access account, go to the job profile page again, and select the post you created from the table. Once on the job profile page, you will need to make your post "Public" before clients and their Responsible Party will be able to view your job profile and contact you to arrange for an interview.

Accra Access Portal – Tools

1. Favorites – click on the favorite button located at the top right-hand corner of the caregiver/RP post to save the post for future reference.
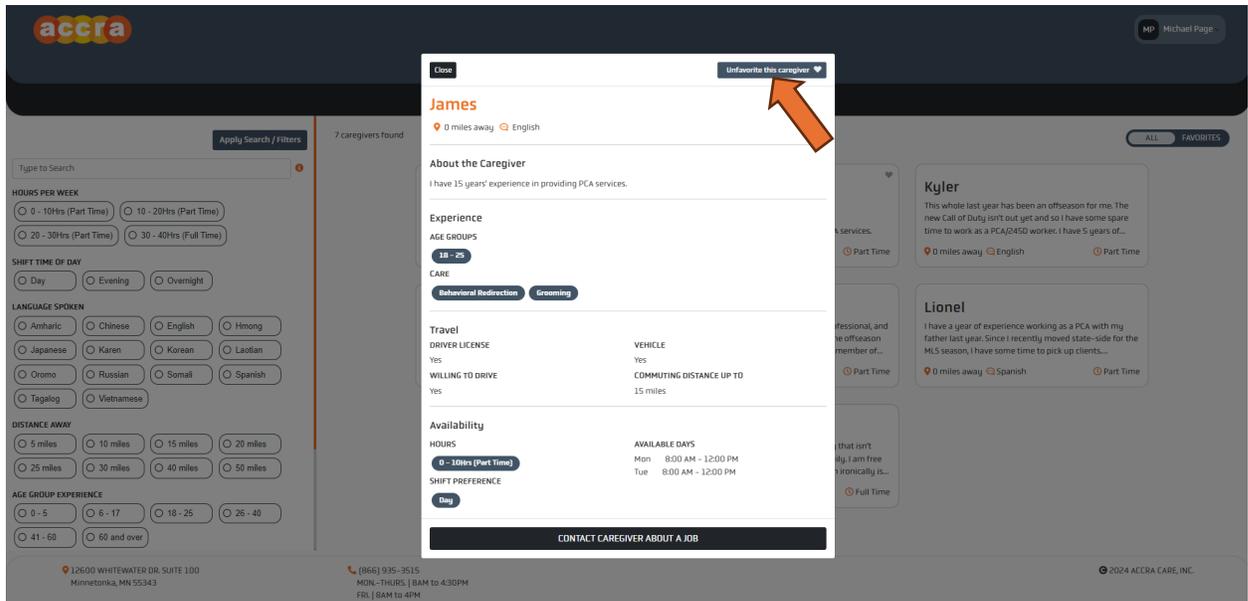
After you have saved a post, you will see a list of all your favorite posts by clicking on the favorites toggle in the upper right-hand corner.
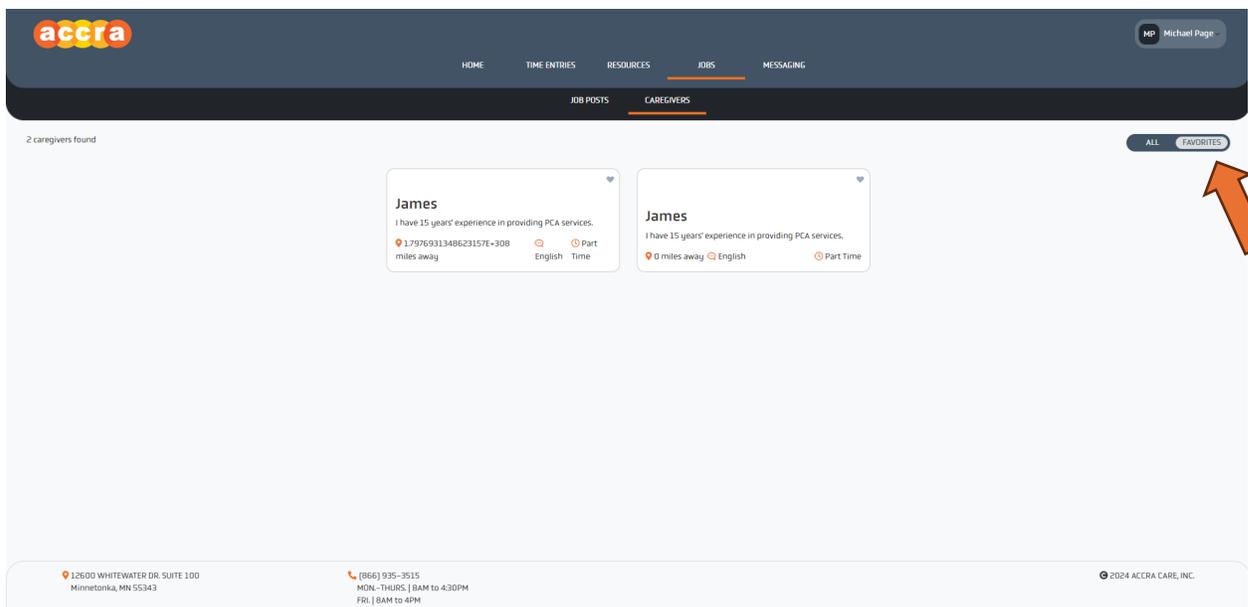
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2. Search Filters – users can apply filters to remove listings that do not match the desired criteria when reviewing posts. Select the filter you want to apply and then select, "Apply Search/Filters."

Frequently Asked Questions (FAQ)

How will I be notified if someone contacts me through my job post/profile?
If someone is interested in discussing a position, they will have the option to send an email to the Responsible Party/Caregiver. That email is sent to the users email address on file.

Responsible Parties: If you do not see the service for which you intend to post - Contact our client services department at: (952) 935-3515 to discuss getting services started.

Found a client/caregiver you are interested in working with?
Have the clients' Responsible Party contact our Human Resources department at: (952) 935-3515, with the candidates First/Last name along with their email address so we can verify the employee is cleared for the appropriate service and/or to establish a connection between the employee and client.

Resources:

For more information on the several types of services offered through Accra, click here:

> **PCA:** https://www.accrahomecare.org/services/getting-started/pca-choice/

> **245D:** https://www.accrahomecare.org/services/getting-started/245d-waivered-services/

> **FMS:** https://www.accrahomecare.org/services/getting-started/financial-management-services/

Troubleshooting – contact Accra via email with any issues you experience while using the job board at: AccraJobBoard@AccraCare.org.