

Frequently Asked Questions

for applicants

Providence Home Care supports the happier and healthier lives of seniors throughout Southern California and would love for you to join our team. To ease your way during the hiring process, below is a list of common questions candidates have. If you want to discuss questions in further detail, please contact our recruiter Madel Mendoza at Madel.Mendoza@providence.org.

1. [How often are employees/caregivers paid?](#)

Employees/caregivers are paid weekly. Payday is Friday with pay periods beginning on Sunday and ending on Saturday.

2. [Do you have direct deposit?](#)

Yes, we offer direct deposit. You can set this up and change your payout details at any time you wish. Changes will be reflected in pay periods after the changes have been made.

3. [Do you reimburse mileage for driving clients?](#)

Yes, we offer mileage reimbursement. Anytime you are using your vehicle for client errands you are reimbursed at the current IRS rate for mileage. In addition, if you are working with multiple clients in a day, you are paid for time and mileage traveling between them.

4. [Are any perks or bonuses offered?](#)

Yes, we offer the following:

- \$300 sign-on bonuses
- 401(k) retirement plan with employer matching each pay period
- 40 hours sick pay
- Voluntary medical, dental and vision coverage
- Employee discounts – cell phones, amusement parks and more!

5. [If I work on a holiday, what is the pay rate?](#)

Worked holidays are paid at one and a half times the regular pay rate.

6. [When caring for more than one person is there a different pay rate?](#)

Yes, couple care has a higher pay rate.

7. [Do you have many available shifts?](#)

We have work available every week in each of our service areas, day and night shifts. You'll be able to work as many hours as you wish, with a minimum of 12 hours per week.

8. How long are shifts?

Our shifts range from 4 to 12 hours and are available 7 days a week. You can mix and match your hours throughout the week with the assistance of our 24-hour scheduling team.

9. Will I only have one patient?

This will depend on your availability and the requests of our clients. Some clients only use our services 2 days per week. You may have 2 or 3 clients each week, depending on their schedules.

10. Can I choose my own schedule?

Yes! Your schedule is based around your own availability.

11. What is the typical number of hours worked in a week?

Our caregivers work a minimum of 12 hours per week, up to 60 hours per week with overtime. The more availability you have, the more hours you will be offered.

12. Do you have a dress code or uniform?

We don't provide uniforms but ask our caregivers to dress in scrubs (without other company logos) and closed-toe/heel non-slip shoes. Masks must be worn at all times due to current healthcare recommendations, and face shields are to be used within 6 ft. of clients. Hair must be neat and pulled back; fingernails need to be short, natural and clean. Please cover any visible tattoos and avoid strong-smelling perfumes, cologne or laundry detergent.

13. Is there a sign-on bonus?

Yes, a \$300 sign-on bonus is offered to all caregivers, regardless of which territory they are working in. You will receive \$300 after your first 90 days. To qualify for bonus payment, you must work an average of at least 24 hours per week (or 4 shifts per week) and be in good employee standing.

14. Will I get paid for bringing a friend or family member in to become a caregiver?

Yes! We offer referral bonuses of \$300 to our caregivers in all territories. You will receive payment once the following conditions are met:

- Your referral has been employed for 90 days
- Your referral will need to have worked an average of at least 24 hours per week (or 4 shifts per week) during their first 90 days
- Your referral must have a current Home Care Aide (HCA) registration
- Your referral must be in good employee standing
- You must also be in good employee standing
- Referrals must be submitted to Recruitment Specialists via email, tracked by TA Program Manager and eligibility hours validated at 90 days by Operations.

15. How far will I have to drive to see a patient?

You have the option to accept patients wherever you want. We try to offer you work in a reasonable distance from your home. Below is a map of all our areas of operation.



Providence Home Care service areas across Southern California