

How to become a

Personal Support Worker

A step-by-step guide

Support children and adults with intellectual and developmental disabilities.

Provider Navigators are here to help.

They can help you with every step of the home care sign up process. They can also help you find work.

[Learn more about the program and sign up.](#)

1
Review application form. Find an office close to you.

2
Go to your nearest office to apply. Bring valid ID.

3
Fill out background check forms.

4
Go to an orientation.

5
Get an email with a welcome letter and provider number.

6
Complete the free training for new workers.

7
Set up accounts to find work, track hours and get paid.

8
Submit payroll forms.

9
Get authorization to work with each person you support.

10
Start working on the agreed upon date.

Learn more about each step starting on page 2.

Did you know? You can also apply to be a Personal Support Worker Job Coach, a Homecare Worker and Personal Care Attendant. You can be enrolled for all roles at the same time.

A Personal Support Worker Job Coach helps people with intellectual and developmental disabilities at work. To be a Job Coach, you need to fill out a Personal Support Worker application.



Work that matters starts here.

Apply Now: OregonHomeCareJobs.com

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Additional step-by-step information



Check your email often, including the spam and junk folders. You will get messages that:

- Ask you to take action to continue to apply
- Share information about next steps
- Ask for more information about you

1 Get ready and review

Review the [application form](#). Use this [online map](#) to find an office close to you. Select “developmental disabilities services.”

2 Go to an office to apply

Fill out the application form before you go or while you are at the office.

You must bring: A valid government-issued ID that shows proof of who you are.

If you already know someone you want to support, their case manager can start the process to get payroll forms set up (step 8) while you complete the next steps. A case manager works with people who can hire home care support.

3 Fill out the background check forms

You will get an email from ORCHARDS. This is the system used for the background checks. The email will give you the steps to complete your background check.

This can only be done online through the ORCHARDS portal.

Important: You must complete the background check within seven days of getting the email. If you need to get fingerprints you have 21 days to finish that step. If you do not finish the steps in the given time, you will need to start the process again. It takes three to six weeks to get the results of your background check.

4 Go to an orientation

There is an orientation for new Personal Support Workers. **The orientation is in person.** It is six hours long. To sign up, visit the [Carewell Learning Portal](#).

You can go to orientation while your background check processes.



Important: The orientation must be done within 45 days of submitting your application forms (step 2).

5 Get a welcome letter and provider number

After you finish steps 1 through 4, you get a provider number. This number comes in email as part of your welcome letter. This number allows you to work as a Personal Support Worker.

6 Complete the training for new workers

Sign up for the free training classes on the [Carewell Learning Portal](#). They are online.

Important: You must complete the training within 120 days of getting your provider number. If you do not, the number is no longer active and you will also have to enroll again.

7 Set up accounts to find work, track hours and get paid

Create an account in the [Express Payment & Reporting System](#). Watch online lessons to help you set up and learn how to use the Express Payment & Reporting System. This is how you track your time and get paid for the work you do.

Create an account on the job website [Carina](#). This is where you can match with people who want to hire home care support.

You can set up these accounts and start working while you complete training.

8 Submit payroll forms

Expect a phone call from [Public Partnerships LLC](#) after you have found a person you want to support. This is the company that manages payroll for Personal Support Workers. You will fill out a provider enrollment form with them when you first start.

They will set up an appointment with you to fill out payroll forms each time you work with someone new. This will include W-4 and I-9 forms.

You will need to have valid supporting documents for the [I-9 form](#) that show you have legal permission to work.



9**Get authorization to work with each person you support**

Sign a service agreement for each person who hires you. Return the agreement to your local office.

You cannot work with someone until you get a valid service agreement. It can take several weeks to receive it.

10**Start working on the agreed upon date**

Support people you are approved to work with in their home and community.

Follow the task list of approved activities that you get from the person you are working with. Log your hours in the [Express Payment & Reporting System](#).

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As an enrolled home care provider, you can now get a [professional development certificate](#) from the Oregon Home Care Commission to increase your pay per hour.

You can get this document in other languages, large print, braille or a format you prefer free of charge. Email Oregon Home Care Commission at ohcc.customerrelations@odhsoha.oregon.gov or call (877) 624-6080. We accept all relay calls.