Welcome to Apex Matching!

Interviewing tips to help you get an offer from your ideal host family



Meet Your Matching Specialists!



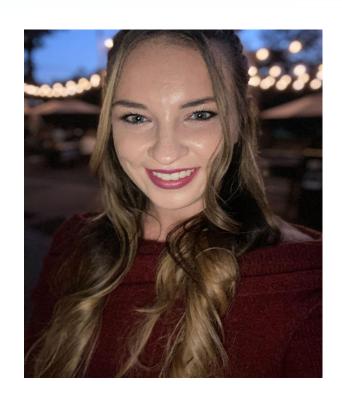
Julie Stern Matching Specialist Denver, Colorado

THE MATCHING TEAM ROLE:

We send your profiles out to families who need a Care Professional with your skills.

We offer advice to you and the families during the matching process.

We assist you when you have communication issues with the Host Families!



Shannon Gomez Matching Specialist Greenville, South Carolina

Contact us: matching@apex-social.com 0157 35982879



About Apex Host Families



Who are our Host Families?

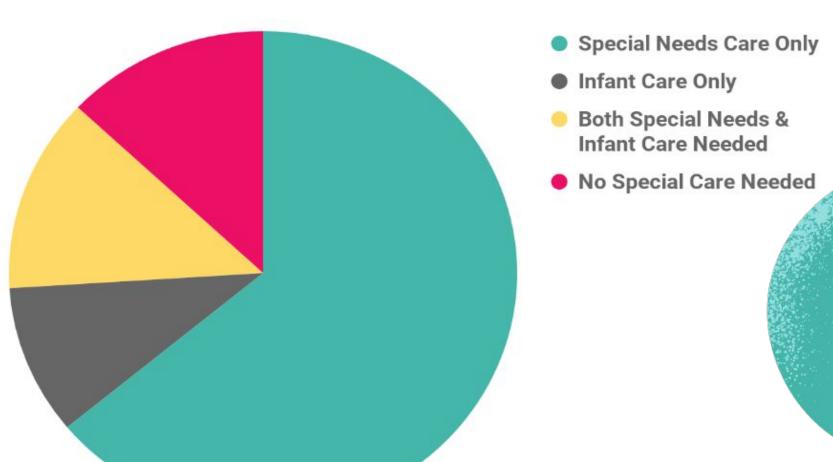
- Apex Host Families come in all sizes, cultural and religious backgrounds, and family types. The United States is a cultural melting pot!
- Apex Host Parents work in many different fields, such as medical professionals, legal experts, and in the entertainment industry.
- Apex Host Families value education and are seeking a "professional" who can provide excellent care based on their skills, education and experience.





What are our Host Families' Childcare Needs?

- 64% have a child with special needs
- 13% have BOTH a child with special needs AND a child under age 2
- 10% have a baby or child under age 2
- 10% have no special needs and no babies
- Only 8% of families live in an area where they do not need a driver



*Important PRO Tip:

If a family requires Infant care or Special Needs care, the US Department of State says you may only match with them if you are Infant Qualified or Special Needs qualified - according to your experience and what your profile says. If you have questions about this, talk to your coach.



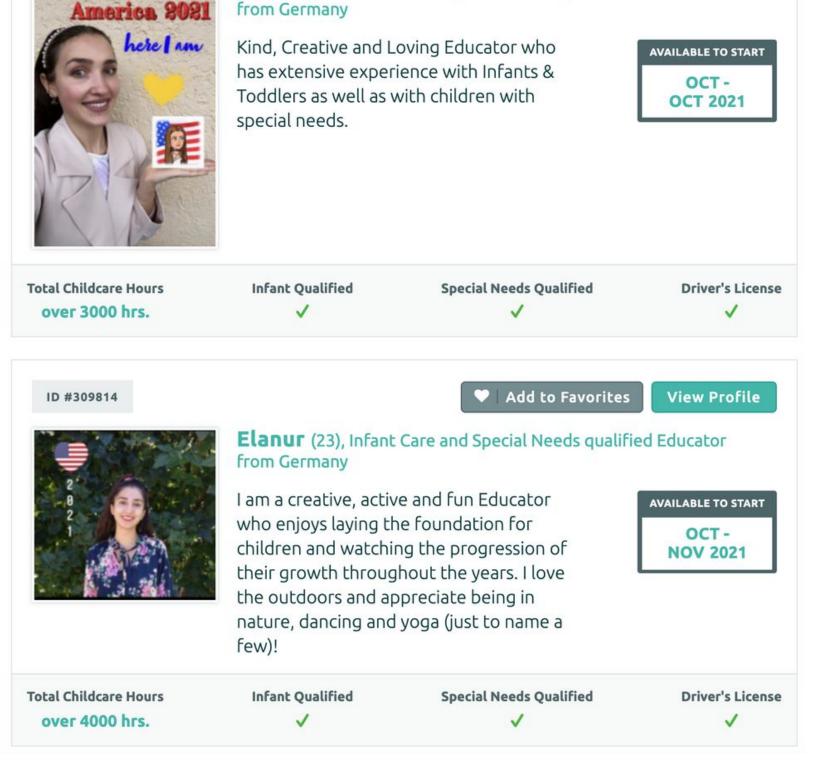
Where do Apex Host Families Live?

- Most families live in or near major metropolitan areas, though we do have some in smaller towns.
- Over 50% of Apex families live on the East Coast in cities like Boston, Washington DC, New York and Baltimore.
- Approximately 25% of Apex families live in California in the San Francisco, Orange County or San Diego areas.
- The remaining 25% live in great cities like Seattle, Chicago, Dallas, and Denver!



Prepare for Your Profile to Go Online!!

View Profile



ID #249617

Add to Favorites

Rita (22), Infant Care and Special Needs qualified Educator

- ✓ Don't use filters on your pictures.
- Make sure you have no alcoholic beverages or cigarettes in the
- Photos.
 Choose pictures that show your
 professionalism! Include pictures with
- children if possible!
 Make an effort to use a picture where you are smiling and show your
- Photo collages are a great way to

show off a lot about yourself!

Make a VIDEO! Families love them! apexsocialgroup Childcare as unique as your family

Profile Pictures Are Everywhere!













If you use social media, be mindful of what you are posting. Remember you are applying for a job, and any potential employer may research your social media pages.





What an Interview Request Looks Like:

Dear Katharina,

You have received an interview request from Sarah's family (ID 389360)

Your Next Steps:

- Review Sarah's profile by <u>clicking here</u> (link to login).
- Email Sarah at hostfamily@gmail.com right away to respond to the interview request.
- Please copy/cc matching@apex-social.com when you respond to the family so we can help you.

Los Angeles Family of Five Seeking Intelligent and Honest

Candidate Who Loves Girl Energy





Answering the Interview Request

Email back within 1-2 days!!

Don't forget to copy your matching team in the Cc line!



Cc (matching@apex-social.com X)

Interview Times

We recommend using the name of the month, such as "October,
November..." when suggesting interview dates

Always say, "Thank you!"

Suggest times right away and in your time zone!

Dear Sharol,

Thank you so much for the interview request! I would appreciate getting to know you and have availability at these times:

Wednesday, 5-9pm (German time, CEST)
Friday, 3-7pm (German time, CEST)
Saturday, 1-8pm (German time, CEST)

I look forward to speaking with you!

Sincerely,

Franzi Apex Social Care Professional If you don't hear from the family within the next 2-3 days, reach out to the Matching Team!



How to Decline an Interview Politely...



- 1. We encourage you not to decline interviews too quickly - try to keep an open mind.
- 2. Give them a specific reason of why you do not want to interview with their family.
- 3. Avoid saying: "I don't think we will be a good fit." That is not specific enough.
- 4. You can always ask us for advice about how to decline an interview.



matching@apex-social.com X

Thank you for the interview request

Dear Sharol,

Thank you for the interview request! I really appreciate your consideration, but I'm looking for a family that:

- · has fewer children
- has older children
- · has a different special need
- has a behavioral-related diagnosis

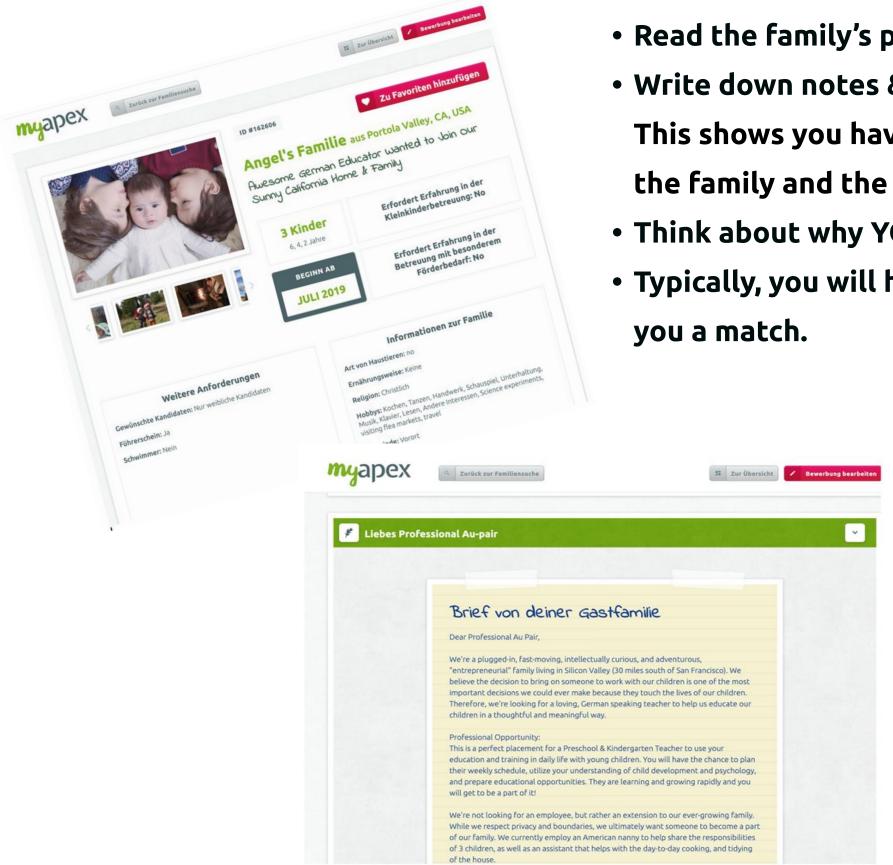
I wish you all the best in your search!

Kind regards,

Franzi



Preparing For Your Interview!



- Read the family's profile in MyApex.
- Write down notes & questions (in English) about the family and kids. This shows you have done your research and want to know more about the family and the position.
- Think about why YOU would be a good fit for this family.
- Typically, you will have 2-3 interviews with a family before they offer



Interviewing Advice

- The first interview should focus on **learning about the family** and **sharing information about yourself.**
- Focus on your skills and experience and how that relates to the goals for the children.
- Don't apologize for a lack of experience. Focus on your willingness to learn.
- Save topics such as car use, cell phone use, curfew, personal/holiday time or overnight guests for the 2nd or 3rd interview.
- If the family offers for you to speak with their current or a previous Care Professional, please remember that this is part of the interview process.





Virtual Interview Tips

Don't forget to:

- Test your audio and video camera before the interview
- Sit in good lighting
- Make sure there is no one in the room with you
- Make sure there is no background noise

Have
headphones
ready
(just in case)

Nicely
dressed with
good
posture!

Have your questions written down and ready to ask!



After the Interview Send a Thank You!



No interview is complete until you follow up with a thank-you note.

Express your appreciation for the interview and reaffirm your interest.

- 2 Ask more questions or clarify topics brought up in the interview.
- If you don't hear from the family within the next 2-3 days, reach out to the Matching Team!

Thank you for the interview request

Cc (matching@apex-social.com X)

To HOST FAMILY EMAIL X

Dear Sharol.

Thank you so much for spending the time with me today to share about your family and the care professional position. Your family seems to be a very good match with my skills and experience. I felt very comfortable with our conversation and would love to have another opportunity to speak again!

Here are some times that could work for me:

Wednesday, 5-10 PM (German time, CEST)
Saturday, 1-5 PM (German time, CEST)
Monday, 1-5 PM (German time, CEST)

Again, I appreciate your time and look forward to connecting with you again very soon!

Kind regards,

Franzi Apex Social Care Professional



The Importance of Communication!





- E-MAIL will be your primary source of communication with families. Some families may reach out to you via WhatsApp after the initial interview request.
- Remember to check both Inbox AND Spam/Junk folders on a DAILY basis!
- Make your interviews a <u>TOP PRIORITY</u> by scheduling them for the soonest date possible. Avoid saying "I don't have much time" or "I am very busy". Remove the negative, and highlight the positive!

When You Receive a Match Offer...



When a Host Family offers you a match, you should answer the family within 1 day.



If you are not ready to give the family a definite "yes" or "no", or if you have other interviews to complete, still respond to the family within 1 day.

- Thank the family for the match offer!
- Give them an exact day you will provide them with an answer.







What Happens After I Match?



You will receive an email from one of the Matching Specialists - this will include instructions about your next steps. You and the family will choose an arrival date, which needs to be at least 5 weeks out. You will also select which airport you would like to depart from.

- 2
- You will be sent a Child Care Agreement to sign this will include information about the family's job offer, including what you will be paid, benefits the family may offer you, the average number of hours you will work per week, and any other additional information about the job.
- The pay is not the same in all states of the U.S. Some states require Host Families to pay Care Professionals minimum wage, which is a set hourly amount. Other states do not have this requirement.
- 3

Once the Match has been completed, you will be contacted by our Customer Care Team. They will work with you to make an Embassy appointment to get your Visa and get you started on your Online Training.



** After your Embassy appointment you must wait approximately **10 days** until you receive your visa and are ready to travel.

If you don't have your passport or if it needs to be renewed, please apply for it **now.





Matching is a Team Effort!

We work

together

to help you find

the right

placement



WHAT IS EXPECTED OF YOU:

Include the Matching Team on <u>ALL</u> of your communications with Host Families.

matching@apex-social.com

Provide feedback from your interviews via SMS.

Notify us know if you will be unavailable at any time. (vacation, illness, problems with Wi-Fi, etc.)

Keep a <u>positive attitude</u> and an <u>open mind</u> throughout the process.



Additional Helpful Hints and Reminders

General Tips

- ONLY the families are able to start the interview process.
- You are able to see ALL of the families who are currently working with Apex Social Group not JUST the families who are currently in Matching.
- Host Families are generally looking for someone with great energy, a positive attitude, and someone who can connect well with their children. Try to show the best qualities about yourself in your interview!



Cultural Differences

- Americans tend to be much more "last-minute" planners. You should expect to receive interview requests 3-4 months before you actually want to arrive.
- Americans are not as <u>direct</u> as Germans. They like small-talk, and don't always get to the point right away. Try to keep this in mind throughout the interviewing process.



You are ONLINE and Ready for Interviews!



