



Frequently Asked Questions (FAQs)

- 1) What are the work shifts available at The Arc Central Chesapeake for Direct Support Professional?

Shifts vary based on location and the needs of the people we serve. Typical shifts for the weekdays start at 8am and end between 2pm -4pm. Weekday evening shifts are typically 2pm -10pm. 7 days a week there are shifts available for awake overnight staff. Weekend Relief shifts typically start on Friday evening and go until Sunday evening based on the needs of the people we serve and location.

- 2) What if I already possess the certifications (e.g First Aid, CPR, CMT, BPS etc.) required by The Arc, will I still be required to attend the new hire orientation?

All Arc CCR employees attend orientation. Onboarding & Training are customized per employee and position. The Arc will provide all necessary training however if you already possess certain certifications and you provide requested documentation, classes for that training will be modified.

- 3) Is there room for career growth at The Arc Central Chesapeake Region?

The Arc CCR is committed to providing training and advancement opportunities for staff. A new training and development center will soon be open in Severn, MD. The Arc asks that an employee be in the position they were hired to for a minimum of 6 months before making a transfer or advancement move.

- 4) What if I already possess years of experience working as a DSP, will I still be offered the payrate of \$11.50/hour?

The payrate for our Direct Support Professional is \$11.50/hour. The Arc is committed to equal pay across the same position.

- 5) Will I be entitled to Health insurance as a Direct Support Professional working with The Arc Central Chesapeake Region?

The Arc offers a comprehensive benefits package to all Full-Time employees who work 30 hours or more per week.

- 6) Will I be allowed to work overtime as a Direct Support Professional?
All non-exempt employees at the Arc are paid overtime. Overtime is approved in advance/scheduled based on availability of work.
- 7) Can I work as a PRN (Pro Re Nata) with The Arc?
We currently do not hire PRN/As needed/As circumstance arise etc.
- 8) Is it mandatory that I switch my out of state driver's license to Maryland for me to work as a Direct Support Professional with The Arc?
For employment your driver's license must match your permanent residence. If your permanent residence is in Maryland, the state requires you to obtain a MD driver's license within 60 days.
- 9) Where are your residential houses located?
We have residential houses in Anne Arundel County and Eastern Shore.
- 10) Will the company pay for my car insurance if I use my personal vehicle to transport the individuals served at The Arc?
If you transport people we serve in your personal vehicle you will be reimbursed for mileage according to the IRS Guidelines. All employees using their personal vehicles for transport are required by law to meet requirements for operating a vehicle in the state of Maryland which includes valid insurance policy. The Arc does not provide personal vehicle insurance and does not require a certain policy only that you have a valid insurance plan.
- 11) Can I refer a candidate to work with The Arc?
Yes
- 12) Is the payrate for Direct Support Professional working overnight higher/different from the payrate of those working during the day?
The Arc is committed to equal pay across the same position. Direct Service Professionals are paid \$11.50/ hour