

Selections

A Guide to the Matching Process



Welcome!

Thank you for selecting Au Pair in America as your child care provider! By welcoming an au pair into your home, you have chosen not only high quality live-in child care, but also a life-changing cultural experience for your entire family. Our experienced, well-qualified au pairs come from over 60 countries, and we are here to help you select an au pair who is well suited for your family.

This guide will walk you through the matching process, which is a vital step to ensuring a mutually rewarding cultural exchange and child care experience.

Overview of the Matching Process

In-Home Interview with your Community Counselor (New Host Families Only)

If this is your first time hosting an au pair through Au Pair in America, you will have an in-home interview with your Community Counselor. After you have completed your host family application, your Community Counselor will arrange a time to visit your home and meet all members of your family. This is an opportunity for you to learn more about our program and the dynamics of hosting an au pair/companion for one year. The Community Counselor will:

- assess your expectations of the Au Pair in America program
- determine if the Au Pair in America program meets your expectations and child care needs
- ensure that you have a suitable private bedroom for an au pair/companion

Depending on how quickly you select an au pair, this interview may take place before or after you have matched with an au pair. Your Community Counselor will reach out to you to schedule this interview at a time that is convenient for you.

Selecting Your Au Pair

Getting Started

After you have submitted your host family application, you will be able to begin viewing au pair profiles online. Log into your account by visiting www.aupairinamerica.com and clicking on the Login button in the upper right corner. If you have forgotten your password, simply click on the link to retrieve your login details.

Once logged in, you can browse au pair profiles using our **Au Pair Search Feature!**

Your **Placement Coordinator** is a valuable resource to you throughout the selection process and will assist you in finding the right au pair for your family. He/she will contact you, review your preferences, conduct searches and advise on au pairs based on your individual needs. Your community counselor is also prepared to assist you during the selection process.

Online Search Feature

You are able to search through our pool of au pairs using your own search criteria. Using this feature will enable you to identify traits and skills that are most important to you in selecting your au pair. For example, you can refine your search by traits such as nationality, driving frequency, personal interests, and more.

Reminder, if you are searching and can't find an au pair that meets your preference, you may want to consider broadening your search options as this may give you a larger selection of au pairs. Always feel free to contact your placement coordinator for assistance.

To access this feature, log into your account and select the "Au Pairs" tab. You will then be able to check off your criteria and view the matching profiles.

Before selecting attributes, please note that all au pair applicants have already been screened, and each one:

- is between 18 and 26 years old
- speaks conversational English
- possesses a valid driver's license
- has at a minimum, 200 documented hours of childcare experience
- has successfully completed a secondary school or equivalent
- has passed a thorough background check including review and verification of references, criminal/police, psychometric test and medical records
- submitted a detailed application including information about her childcare experience, education, family background, interests, photos, and a letter to her host family

Au pairs who care for children under the age of two have a minimum of 200 hours of documented experience with children under the age of two.



Staff Recommended Au Pair Profiles

In your account, you have a "Favorites" folder, and there are three ways in which au pair profiles can be saved to this folder:

1. From Search tab, you can save the profiles of au pairs whom you are interested by clicking on the ★ icon in the upper left corner of au pair's photo and she will automatically go into your 'Favorites' tab.
2. Your Placement Coordinator or Community Counselor may assign au pair profiles based on your personal child care preferences. These profiles can be viewed in the 'Staff Picks' tab. You may Favorite these profiles by clicking on the ★ icon and they will appear in your Favorites tab.
3. Our search engine runs continuously, creating and adding profiles of the au pairs who meet your search criteria. These profiles will also be added to your 'Staff Picks' tab. If you wish to add them to your favorites tab, click on the ★ icon.

Note: In order to save you time as you search au pair profiles, our search engine automatically limits the au pair profiles that you'll see to those that match some basic criteria noted in your account, such as:

- Arrival month preference
- The number and ages of children in your home
- Household animals
- Program type (Examples: Au Pair/Extraordinaire/EduCare)
- Infant Qualification (if a child is under age of two - Au Pair must be infant qualified)

You will have unlimited favorites. Each profile saved to your favorite tab will remain there until the au pair matches.

Reviewing an Au Pair Application

Each au pair profile contains a summary of the au pair's child care experience, skills, and interests. If you are interested in seeing more information about an au pair, you may proceed to view each section of the au pair's application which will provide the information:

- Personal background (siblings, family life, education,
- Future goals, interests and hobbies, driving experience,
- Past achievements, reasons for joining au pair program)
- Child care experience and skills
- Character and child care reference(s)
- "Dear Host Family" essay
- Interview report
- Photos and/or video
- Level of written English proficiency as evidenced in the individual's essay and the interviewer's comments.

Before you begin to interview au pairs, it's important to consider what your needs are in terms of a candidate's English skills. While all of our au pairs are considered competent in basic understanding and communication, your assessment is the most important. The best way to assess the candidate's English is during your telephone or Skype interview through open ended questions. Most au pair applications include a video.

Interviewing Au Pairs Scheduling the Telephone/Skype Interview

You may request an au pair's contact information in three ways:

1. From your search screen, click on an au pair and click

 GET AU PAIR'S CONTACT INFORMATION

2. In the Favorite tab, click on an au pair and click

 GET AU PAIR'S CONTACT INFORMATION

3. From staff recommendations, click on an au pair and click

 GET AU PAIR'S CONTACT INFORMATION

Once you indicate interest in contacting an au pair, the au pair will receive notification that your family is interested in her. If you have uploaded your host family essay and photos, she will be able to view them.

During the matching process, all au pairs who have been previously assigned to you and have not been matched with another family will remain in your favorite's folder.

Please note: if you interviewed an au pair or declined her for any reason and she is still available you may find her in your "Declined Au Pairs" tab under the "Interview" tab.



Reassigning Au Pairs

During the matching process, all au pairs who have been previously assigned to you and have not been matched with another family will remain in your 'Favorites History' folder. You may reassign any au pair from this folder if you want to review her application again.

Simply click the "Add to Favorites" button next to her name.



Conducting the Interview

The interview is a critical part of the selection process – and a government regulation! It is very important to give the au pair/companion a clear picture of what life will be like with your family.

You may want to make some notes for yourself before you make the call, as language difficulties and the excitement of the moment often make it difficult to remember what you want to say. We recommend you include details about:

- the gender, ages and personalities of your children
- your daily activities such as school hours and after-school programs
- family weekend activities and seasonal hobbies
- expectations of au pair's duties and involvement as a family member



For more interviewing questions and tips, please check out "Interview Tips – Quick Guide" located in the resources section of your host family portal.

Sample Interview Questions

Before the interview, determine what specific insights you hope to gain. The following is a list of suggested areas for discussion as well as specific questions you might pose to a prospective au pair.

Child care experience - What activities do you like to do with children?

Homesickness and culture shock - What is the longest period of time you have spent away from your family and friends?

Fitting into your lifestyle - Who is responsible for things like cooking, cleaning, and doing laundry in your house?

Health - What kinds of foods do you usually eat? Are there any kinds of foods that you cannot eat?

Education and cultural issues - What things would you like to see and do while you are in the U.S.?

Driver's license (if applicable) - How many months or years have you been driving? How many times per week do you drive?

If driving your children will be an important part of your au pair's regular duties, we suggest paying careful attention to the section in an au pair's application dedicated to driving. Each au pair's driving experience is different so it is important to make sure the candidate you choose has the skills that match your needs.

When selecting an au pair/companion for older children

When there are older children (age 9 and over) in the household, it may be helpful to tailor your interview questions and style. Specific changes may include:

- Involving your children in the interview process either by phone or email. Have your children develop a list of questions of importance to them. Au pairs have suggested that questions might include areas of interest such as movies, music, television show, sports, etc.
- Being explicit about the kinds of social concerns and expectations that you have for your older children. If you have very particular feelings about style of dress and bodily ornamentation (piercing, tattoos, etc.), be sure to discuss this with applicants.

References

Feel free to ask the applicant about her references or call the applicant's references if you would like to get more details. As part of the screening process, the overseas interviewer verifies three references and comments from these references are made available to the host family.

Evaluating the Interview

Evaluate how you “hit it off” with the au pair during the interview:

- Did you get a sense of the au pair’s personality?
- Does the individual’s “personality type” mesh with yours and/or your children(s)?
- Does the applicant seem to have the qualities necessary to be successful with your family? Examples: interactive, high energy; academic and/or interested in the arts; flexible and willing to go with the flow


You may decide that the au pair would be a perfect fit for your family, in which case you should extend an invitation to match with the au pair either in the interview or in follow-up discussions with the au pair. The decision to match must be mutually agreed upon by you and the au pair, and you should also select an arrival date.

To remove an au pair from your interviews tab, click on the  button on the au pair’s profile which will remove her from your interview tab.

You can continue to browse and interview au pairs until you find the perfect one for your family.

Congratulations - You’re Matched!

Committing to a Match

If you and the au pair/companion have decided you would like to match, you can commit to the match on your host family site in interview tab by clicking on . The au pair must agree to the match, either in a conversation or in an email, before you click the match button as only the host family has a match button. You can then select the arrival date that has been mutually agreed upon.

Once a match is confirmed:

- The au pair’s profile will be removed from the pool of applicants available to other host families.
- You will receive a confirmation email from your Placement Coordinator.
- You will receive confirmation packet from the Au Pair in America .
- Your au pair will receive a packet of visa documentation so that she may begin the visa application process.

For more information about what happens between matching with an au pair and her arrival date, please refer to Your Au Pair’s Arrival – Next Steps which is located in the Resources section of the host family portal.



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