



AGENCY FAQ

When you work with The Newborn Care Solutions Agency, we make the process of finding a highly qualified newborn care specialist seamless and stress-free. Our step-by-step approach ensures that we understand your family's needs, match you with the best candidates, and guide you through each stage—from consultation to contracting—so you can confidently welcome the right caregiver into your home. With over a decade of expertise in training top-tier specialists, we prioritize transparency, thorough verification, and a personalized experience to give you peace of mind throughout the hiring process.

Q WHAT IS YOUR PROCESS?

A When you work with Newborn Care Solutions Agency:

- **Fill Out a Family Profile:** This helps us understand your needs.
- **Consultation Call:** We'll review your profile, offer expert suggestions, and answer questions. Pricing will also be discussed during this call.
- **Agreement and Launch Fee:** We'll send an agreement and invoice for the \$500 Launch Fee (credited toward your referral fee upon successfully hiring a candidate).
- **Job Description:** After paying the fee, we'll finalize and release your job description to our candidate pool.
- **Candidate Selection:** You'll receive a shortlist of thoroughly screened candidates to interview and select. Interviews can be conducted via Zoom or in person, with in-person being preferred.
- **Contracting:** Once you choose your candidate, you'll contract directly with them. Per our agreement, we charge a referral fee of 20% of the candidate's total gross compensation or a minimum of \$3,500, whichever is greater.

Candidates typically charge \$30–\$60+/hour, depending on market rates and qualifications, and you'll know their rates before interviews. We match candidates based on qualifications, budget, and family preferences. After hiring, we remain available to support you and your chosen caregiver.

Q WHAT DO I GET WHEN I WORK WITH YOUR AGENCY?

A We provide peace of mind by thoroughly vetting every candidate we recommend. This includes:

- Verification of training, education, certifications, and experience.
- Reference checks with prior clients.
- Comprehensive criminal background screenings through specialized companies.
- In-house skills assessment to ensure your NCS has a solid understanding of safety and newborn care.

With over 10 years of experience training top-tier newborn care specialists and postpartum doulas, we offer access to an unparalleled pool of candidates. Each recommendation is tailored not just by qualifications but also by personality, ensuring the best fit for your family.



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Q WHAT'S THE DIFFERENCE BETWEEN A STAFFING AGENCY AND A REFERRAL AGENCY?

A With a staffing agency:

- Placement fees are often hidden in hourly rates, and caregivers may be inexperienced and underpaid.
- You have little control over who is assigned to your family, and caregivers can vary day to-day.
- Background checks may be self-reported and less reliable.

With a referral agency like ours:

- You interview and personally select pre-screened, highly qualified candidates.
- All references are verified by us, and criminal checks are conducted through reputable third-party companies.
- You get a consistent, hand-picked caregiver who meets your family's needs.

Q WHAT ARE THE REQUIREMENTS TO BE A CANDIDATE WITH YOUR AGENCY?

A Requirements Include:

- Completion of a formal NCS or Postpartum Doula training program, such as Newborn Care Solutions' Foundational Course, or 5+ years of professional experience in these roles.
- Passing the Agency Skills Assessment.
- Minimum of 2 years or 5 short-term positions as an NCS or Postpartum Doula.
- Legal authorization to work in the U.S. (as a W-2 employee or independent contractor).
- Excellent references from past employers.
- Professional demeanor and communication skills.
- Genuine passion for infant care and supporting new families.