



Case Study 4

10 DISABILITY SUPPORT WORKERS WITH THE RIGHT ATTITUDES AND VALUES FOR NEW FACILITY

The Challenge

I had a brief from an employer to supply screened and prepared candidates to fill ten disability support worker roles for a new state of the art residential facility.

First and foremost, **the employer wanted candidates with the attitudes, behaviours and values that suited disability support work** and their workplace culture. The employer was also open to seeing candidates from diverse backgrounds and non-traditional sources.

I chose to trial Care Advantage on a pool of 50+ candidates who attended an information session about the disability support worker roles. This enabled me to quickly identify the 'hidden gems' who had the most potential to become successful support workers.

At the end of the information session, I advised my candidates to complete the assessments within 24 hours if they wanted to be considered further. Some of the candidates completed the assessments on the spot using computers that I had set up, while others took the URL and completed the assessments at home.

The results of the assessments were instantaneously available in my Care Advantage portal. **The reports were visual and easy to understand and provided me with valuable additional information about my candidates.** Any areas of concern were flagged so that I could take this into account during the training part of my program.

Based on the assessment results and their stated commitment to the role, I chose nineteen candidates to participate in my 3-day pre-vocational program and at its completion the employer chose fifteen of the nineteen to enter the organisation's normal, open merit, interview process for the ten roles.

The Result

Ultimately the employer was so impressed with the calibre of the candidates at interview that they appointed eleven of my candidates! As at mid-June 2018, all eleven have successfully completed their induction training and buddy shifts and are now fully integrated into the organisation's 24/7 roster.

We are watching progress and can comment on candidate performance/retention later in 2018. Early signs are very encouraging.

Therese Mulherin
CEO Care Hive