



Recruiting the right carers



**Hire with heart.
Hire the right
frontline staff.**



Finding the right candidates for care roles is critical.

These incredible humans are charged with the care of the most vulnerable members of society and have to thrive in some incredibly challenging environments.

With low formal entry requirements and rising unemployment, application volumes are up. With limited funding and already stretched resources, how can you expect your recruitment team to find the best talent?

What truly differentiates *good* from *great* in a care role?

- * An instinct for people and compassion for people
- * Resilience
- * Humility
- * Self-awareness and
- * conscientiousness.

Traits that you can't easily glean from a CV, and yet are critical to ensure the people your carers work with receive the best, and your carers will stick around even in a challenging role. Finding candidates with these traits among thousands of applicants manually is impossible.



*Efficient
shortlisting*



*Humanised
candidate experience*



*Assess for traits
that matter*

Case Study: Berry Street, a NFP recruiting carers and social workers in the child protection space.

An essential service that is *constantly recruiting* - even through times like COVID.

Hiring for incredibly challenging roles, which lead to *high attrition* as the job is tough.

Requires a very *resilient* and *compassionate* type of person to stay *committed*.

Limited resources to sift through and find quality candidates from a *high volume of applications* due to low formal entry requirements.

Used to use a traditional psych assessment - found there was *no correlation between the scores and who was hired* or performed and so looked to the market to find a *better solution*.

3-4k applicants for ~1k hires

High quality of shortlisted & hired candidates

Massive cost & time reduction

22 DAYS	>	7 DAYS	\$95 COST REDUCTION PER HIRE
<input checked="" type="checkbox"/> TIME TO HIRE REDUCED			

Positive & engaged candidates

87% Candidate satisfaction	98% Positive sentiment in candidate feedback
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Diverse outcomes

Ai provided gender and ethnicity balance in recommendations

Partnered with PH to custom-build a model to search for applicants with *the ideal profile for residential care workers*:

High self-awareness High conscientiousness Low reactivity

This is how conversational intelligence makes your applicants feel

On being interviewed by chat

- “ Enjoyed this "chat" type of platform as I felt very **comfortable**.
- “ I'm a **big fan of this format**.
- “ Interesting questions and an **innovative way of interviewing candidates**.
- “ Really happy with the way **this was open ended questions so we could discuss our experiences** rather than just it being a test that doesn't give us a chance to share our whole work experiences but just tests specific abilities so thank you for that!
- “ That was **really easy and chill**. I like this kind of format. It is a lot less stressful.
- “ Honestly a **very stress-free process** that enabled me to take my time and gather my thoughts and experiences without feeling pressured, leaving me happy that I delivered my best with the responses.
- “ I have not seen this style of assessment before and I think it is **really effective** and **highly recommend** it!
- “ This was such a **fun and unconventional way of doing a questionnaire**! It's different and fresh! **Love it!**
- “ I liked how the layout **looks like a chat** on social media or texting – it made it seem more **conversational**.

On receiving 'for their eyes only' personalised feedback and coaching within minutes of finishing their chat

- “ Increased my self confidence.
- “ Right on the money! **It was so accurate!**
- “ It's really **quite amazing** that you're able to extract these insights from people's responses.
- “ **The insights were really spot on!**
- “ This was fantastic it **gave me critical awareness in the areas** I need to improve but also highlighted what were my strengths. Thank you.
- “ Very **insightful** and I found it to be correct. Amazing that this was gained from just a few question and answers!
- “ It made me understand myself to a greater detail and it made me feel **overwhelmed with the positive feedback**.
- “ The analysis was accurate and I appreciated the coaching tips. **Hurray for artificial intelligence.**
- “ Wow! This is so me. Thank you for your honest feedback and suggestions. Will take them on board.

Smart. Simple. Intuitive. Human.

