

APPLICANT SUITABILITY MATRIX (ASM)

Enhances Work Performance and Health and Safety of Disability Support Workers

Disability Services, part of the South Australian Government, wanted to enhance their recruitment process to improve health and safety outcomes for Disability Support Workers, as well as work performance.

To do this, the organisation introduced the use of the SafeSelect Applicant Suitability Matrix (ASM) as a part of their recruitment and selection process. The ASM enabled the organisation to gain insight into the personality preferences, values and beliefs of candidates applying for the role, and to identify candidates that were most suitable for the role.

After using the ASM for approximately two years, the organisation compared work performance and health and safety outcomes for 154 Disability Support Workers, examining those who were employed prior to the introduction of the ASM and those employed following its introduction.

THE APPLICANT SUITABILITY MATRIX (ASM)

An integrated assessment system, used to identify the level of risk a candidate brings to the role. Includes the following:

- Industry-specific screening interview
- Personality and behaviour assessment
- Tailored interview guide, targeting areas of potential risk identified in the personality assessment
- Tailored reference checking guide, targeting areas of potential risk identified in the personality assessment
- Behavioural observation guide and overall risk rating

RESULTS

IMPROVED HEALTH AND SAFETY OUTCOMES

Disability Support Workers employed after the introduction of the ASM, compared to those employed before, had:

4.8 DAYS
LESS SICK LEAVE

16 DAYS
LESS WORKCOVER
LEAVE

5.2 DAYS
LESS UNPLANNED
LEAVE

**Results are based on averages over the first 18 months of employment*

Introducing the ASM to the recruitment process allowed the South Australian Government to significantly reduce absenteeism in the workforce by 'screening out' candidates likely to experience stress, fatigue and burnout before they were hired.

FOR MORE
INFORMATION

T 1300 777 233
E safeselectsupport@convergeintl.com.au
convergeinternational.com.au



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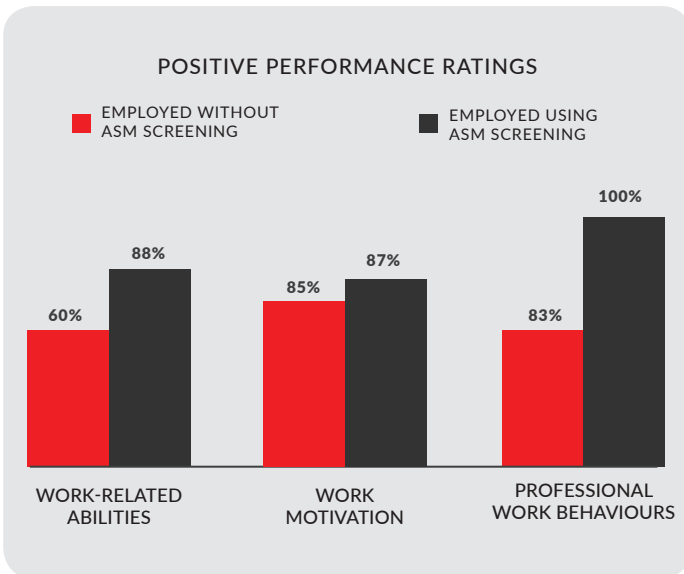
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RESULTS

ENHANCED WORK PERFORMANCE

Disability Support Workers employed after introduction of the ASM were found to have higher manager ratings for performance, as measured across three broad areas:

- Work-related abilities – Knowledge, skills and abilities critical for performing the role
- Work motivation and reliability – Interest and motivation in work, reliability in completing tasks, following procedures and attendance
- Professional work behaviours – Displayed professional behaviour towards clients, co-workers and managers; contribution to a positive team culture; and empathy.



ENHANCED RECRUITMENT PROCESS AND SUITABILITY OF CANDIDATES

Managers reported the following benefits of implementing the ASM in the recruitment process:

- Deeper understanding of candidates' values and motives "People could give you the right answers, what you want to hear, but when it comes to the psychometric that sorts them out a bit better...Better guide about what the person is thinking not what the person is saying".
- Higher calibre of final candidates "... Since the psychological testing, we get a better quality of people starting with us...There's less of those people now in the workforce who you think are high risk"
- Reduction in turnover, as a result of employing more suitable workers
- Improved fit with team culture, and enhanced team cohesion
- Identification of characteristics of suitable/unsuitable employees

FURTHER INFORMATION

This paper is a summary of the full research report: Reid-Dicks, I.; Kirby, N. & Harries, J. (2017), Evaluating the effectiveness of psychological screening in improving the recruitment of Disability Support Workers, University of Adelaide, Australia.

CONTACT US

To learn more about how SafeSelect can help your organisation, call **1300 777 233** or email safeselect@convergeintl.com.au



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