



Participant: Simon Sample (M)

Administrator Report

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ABOUT THIS REPORT

Who Cares? assesses the knowledge, skills and values needed for work within the care sector. It measures the ability to work as part of a team, show tolerance, care and professionalism towards Service Users, and deal competently with sometimes difficult and varied situations. The scores indicate the likelihood the respondent will be an effective Care Support Worker.

Understanding the Results

The bars on the Profile Chart show how the participant's test scores compare with other test-takers on key aspects of care support work - Professionalism, Service User Orientation and Team Working. The participant's Overall Performance on the test is indicated on the final bar.

Each participant is graded on a five point scale, as shown below:



Note that 'AVERAGE' is wider than the other grades because more people fall into this band than any other.

The bracketed number above the Overall Performance bar indicates the participant's percentile on the test as a whole. A percentile is the proportion of people in the comparison group who would not do as well as the person taking the test. So, if the participant scores at the fortieth percentile it means that he or she has done better than forty per cent of the comparison group.

The comparison group selected for this report is: **Experienced Care Support Workers**.

Caution

If this test has been completed by the participant in an unsupervised environment, there is a possibility that the results do not accurately reflect his/her real ability. A confirmation stage is therefore recommended. This can include re-administering this test (e.g. to short-listed candidates) in a supervised environment and/or interviewing the respondent(s) using the probe questions contained in this document.

In any event, tests should only form part of an overall selection decision. It is important to take into consideration other factors such as previous work history, academic or vocational qualifications, and information from other sources such as interviews and references.

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PROFILE CHART FOR SIMON SAMPLE

Professionalism



Working to high standards, being conscientious and thorough, diligently following care plans and procedures. Taking pride in their work, aiming to represent their organisation well, and gaining satisfaction from doing a first-class job. Accepting guidance and direction from managers, and continually learning and developing to get better at what they do. Resisting pressure to take short-cuts, and raising concerns if they encounter unacceptable behaviour by colleagues.

Service User Orientation



Being helpful and responsive, showing empathy and encouraging Service User independence. Prepared to spend time asking questions and listening to Service Users to understand their needs, wishes and concerns. Calm, respectful and patient, giving Service Users their full attention. Helping Service Users gain new skills, and carrying out tasks together rather than taking control and doing things for them.

Team Working



Demonstrating strong team orientation, actively supporting colleagues, offering and asking for help when necessary. Believing in the value of team working and collective decision-making, and seeing it as part of their role to share their skills and knowledge with colleagues. Taking personal responsibility for resolving problems and completing their duties rather than passing them on to others. Alert to the challenges facing co-workers, volunteering to assist those in need.

Overall Performance (44th %ile)



Successfully combining the attributes of Professionalism, Service User Orientation and Team Working to deliver high quality care support. Balancing the different requirements of the role to deliver effective service and results. Recognising what to do for the best in conflicting situations and basing their decisions on the principles and values associated with excellence in the role.

PROBE INTERVIEW QUESTIONS

Below are questions suggested by the participant's responses to *Who Cares?* Some terms may need adapting for candidates who have not previously worked in care. For example, 'Service Users' and 'care plans' could be referred to as 'customers' and 'instructions'.

This is not an exhaustive list of interview probes and there may be other things you wish to ask, based on the person's profile or other sources such as their application form and CV. Remember it can be as revealing to explore average scores as to focus on the extremes.

Professionalism

- Tell me about a time at work when you carefully followed instructions and stuck to agreed care procedures even though others were encouraging you to hurry up and cut corners?
- You describe quite rightly some concern to do things according to the care plan. Are there times when you have decided parts of a care plan got in the way of effective and compassionate care?
- Your answers suggest you take a pride in your work and strive to do things to a high standard. What have you done when colleagues around you were not doing things to an acceptable standard?

Service User Orientation

- Your answers to the questionnaire suggest a concern both to deliver compassionate care and to do things to a high standard. Can you give an example of when you believe you have done this and delivered high quality, compassionate care?
- Have you got any examples of when you believe you have encouraged independence in a service user?
- Tell me about an occasion at work when you have supported a Service User even though it inconvenienced you, for example by not being able to get away on time?

Team Working

- Your answers to the questionnaire suggest you are less convinced of the value of team working. Would others around you become aware of this?
- People who feel less concerned with team working can be well placed to ask difficult questions and identify better ways of doing things. Have you ever questioned the way things were done by a team?
- Has there been a time when you have acted to improve a relationship with a colleague?



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