

# AUSTRALIAN Ageing Agenda

## Provider CEOs share aged care recruitment tips

By Sandy Cheu on September 27, 2019 in Industry



From left: Chris Grover, Michael Bleasdale and Michael Darragh

**Listening to your gut, getting to know candidates and taking your time are important aspects of the aged care recruitment process, provider chiefs tell an industry conference.**

Identifying suitable candidates is partly related to experience in being able to pick out the right person, but it also relates to your gut feeling, said Chris Grover, CEO of New South Wales aged care provider Scalabrini.

“Allow your gut feel to play a role, because sometimes your gut feel is well and truly on mark... I am a fan of allowing my gut to speak when I’m going through that process,” Mr Grover told the Future of Aged Care Summit in Sydney on Wednesday.

It is also useful to identify people you think you can work with, rather than just focusing on what the resume looks like, he said.

“I will always employ people I can work with rather than people who look on paper like they’ve done the job well in the past,” Mr Grover said.

“If you can’t work with them, you’ll never be able to change that. But you can train people you can work with,” Mr Grover said.

Scalabrini runs recruitment workshops with activities for people interested in a role so they can get to know candidates.

“It’s only those people who are shining above others in that environment that we then take forward for formal interview and assessment,” he said.

Getting to know the individual is an important paradigm, Mr Grover said.

### ***Don’t rush the process***

Fellow panelist Michael Darragh, CEO of Sawtell Catholic Care of the Aged, said he too followed the gut approach.

He also undertakes thorough background and reference checks on candidates.

“I’m a big believer in ‘past performance is a good indication of the person you’re getting’,” Mr Darragh said.

It is also important not to rush the recruitment process, he said.

“Once you get to a point where you crystalise your best candidates, it’s then about not being afraid to say... ‘let’s take some time’ because it’s important. We’ll bring the best couple candidates back for a show and tell [and] give them an exercise,” Mr Darragh said.

“You don’t have to rush into it and do it all in one shot.”

He advised providers to carry their approach to recruitment.

“Take things on a different angle sometimes because the reality is, we all know if we get the wrong person in your organisation, it can be like a cancer that spreads and it can impact your culture.”

“Every person you add, adds to the positive culture of the organisation and strength of the team. You don’t want to be two steps forward and one step back,” Mr Darragh said.

### ***Listening to consumers***

Elsewhere, panelist Michael Bleasdale, CEO of the ACT Disability Aged Carer Advocacy Service, said listening to the opinions of consumers was also an important aspect of recruitment.

“The consumer’s perspective always has to be in that interaction,” Mr Bleasdale told the conference.

It’s important for providers to work alongside consumers to gather feedback about how to improve services, he said.

The 4<sup>th</sup> Future of Aged Care Summit took place at Novotel Sydney Central 25-26 September.