

Case study

2Care



2Care is a registered charity, founded in 1929 as the SOS Society, to provide shelter for the homeless during the great depression. Over the years their work has changed to meet demand and today they provide high quality, specialist, support and care. They are able to offer a range of rehabilitation services for adults who have experienced mental illness and specialist, person-centred care for older people with high mental and physical support needs.

The Challenge

2Care has certain key values that are central to its service commitment. These include a person centred approach, honesty and trustworthiness, equality of opportunity and a commitment to high standards and quality. Liz O'Sullivan, chief executive of 2Care explains: "We have very specific values here at 2Care and we want to recruit people who share these values and will fit within our team. Honesty and integrity are values that underpin

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2Care profile candidates at the second interview stage and ask them to talk through their own PPA report

"It is important that they acknowledge both their strengths and limitations. For example the report could state that they prefer to avoid conflict e. a disciplinary action. It gives the candidate an opportunity to



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acknowledge that no, they don’t enjoy it, but they will do it if needs to be done. Reading the report also helps to develop their own self awareness and honesty.”

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“A recent example of where we have used PPA has been the recruitment of my personal assistant. We had lots of temps in this role and were keen to get it right. Using behavioural assessment meant we were able to sharply focus on the behaviours we needed in the role. We wanted a lot of energy, ability to work at a fast pace and get things done without putting people’s backs up as well as having good people skills and being a team player. Having identified the behaviours we were looking for we knew what PPA profile we needed to succeed.”

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