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Liz O'Sullivan  
Chief Executive  
2Care

2Care is a registered charity, originally 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 centered 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 centered 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 everything we do and we look for these qualities in our people. However, it can be difficult to identify these behavioral traits in a normal interview scenario."

### **The Solution**

Using Thomas International's *Behavioral Recruitment* system including the Personal Profile Analysis (PPA) in the recruitment process, 2Care profiles candidates during the second interview stage and asks them to talk through their own Personal Profile Analysis (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. It gives the candidate an opportunity to acknowledge that they don't enjoy it, but they will do it if it needs to be done. Reading the report also helps to develop their self awareness and honesty," says O'Sullivan. She goes on to say, "Thomas' online Personal Profile Analysis is an extremely pragmatic tool to use – it's quick and painless and gives us an accurate snapshot of a person."

## Thomas International Case Study: 2Care

*"Recruitment costs us on average £100,000 per annum so its vital we get it right the first time. Using a tool such as Thomas' PPA gives the process objectivity and focus."*

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**The Result**

"A recent example of where we have used Thomas' 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 Thomas' *Behavioral Recruitment* tools meant we were able to sharply focus on the behaviors 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 behaviors we were looking for we knew what PPA profile we needed to succeed," explains O'Sullivan. "Recruitment costs us on average £100,000 per annum so it is vital we get it right the first time. Using recruitment tools such as Thomas' PPA gives the process objectivity and focus," says O'Sullivan.

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**ABOUT THOMAS INTERNATIONAL**

For over 25 years, Thomas International has been a global leader in the provision of on-demand behavioral assessments and reporting used to recruit, develop and retain top talent.

Thomas International has a presence in 60 countries and availability in over 56 languages. More than a million Thomas International software-as-a-service (SaaS) delivered assessments are completed each year.