Principles for Selecting Senior Care Giver: A Case Study of Radiant Senior Living in Salem

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ABSTRACT

Generally the responsibility of the successful recruitment is to assist elderly residents with their daily living. The candidate is expected to provide them with direct hands on care with the resident’s service plan based on the company’s policies and procedure. In terms of education, the ideal candidate is expected to have at least a high school certificate or its equivalence. Even though prior experience is advantageous in securing the job, it is not a necessary requirement. This commentary relooks at the issue of recruitment of care givers in such institutions with recommendations to recruiters.

Keywords: Machine learning, forecasting, optimize

INTRODUCTION

Generally the responsibility of the successful recruitment is to assist elderly residents with their daily living. The candidate is expected to provide them with direct hands on care with the resident’s service plan based on the company’s policies and procedure. In terms of education, the ideal candidate is expected to have at least a high school certificate or its equivalence. Even though prior experience is advantageous in securing the job, it is not a necessary requirement. The job advertisement expects the desired candidate to have a genuine concern to help people and must have high moral standards. This job advertisement is very interesting in the sense that within the last two decades, there has been growing concern about gaining population and the resultant care for the elderly. While many countries especially Japan, China and US have national level policies to manage elders, this is not the case in developing countries. Moreover, the care of elderly people is a very unique task requiring extreme patience, care and love from persons that desire to work in this noble but usually less recognized institution.

Selection Method

There are many different selection methods and the task at hand determines which method is most suitable. The most common method of employee selection includes references, interviews, psychometric tests, assessment centers (Wilden, et al, 2010). Since the elderly home care job needs specialized human difference, social relationship, organizational, community social work and most importantly personal skills references from people who have worked with others in the same area is a very useful source of the employing or short listing candidates to take up the job (Sabin, et al, 2012). The problem with this approach is that usually the one referee may fail to disclose negative issues about the person being referred to which may affect the chances of getting the job. Thus the potential for bias in the references is very high (Townley, 2014).

On the other hand psychometric test may help to elicit a certain level of the quality from an applicant for an elderly care job. For example, dealing with elderly people needs a great deal of intelligence, cognitive processing, knowledge organizations, situational judgment, working memory and others which are easily tested using cognitive test (Sabin, et al, 2012). Similarly, a potential elderly care giver must have a degree of personality characteristics such as empathy, honesty, tolerance, openness to experience and change, flexibility and others. Thus a personality test can help identify the extent to which would-be caregiver exude some of these qualities (Brewster, et al, 2014).

However psychometric tests alone may reduce the process of recruitment to a mere academic exercise as there are other important attributes that are required to be successful in such an environment (Brewster, et al, 2014). For example, the caregiver need to be able to work in teams, learn to take initiative, demonstrate tolerance and many others which are not necessarily revealed when a person is...
subjected to a psychometric test (Murdoch & Geys, 2014).
The next method of selection available to the company is interview. This is a face-to-face interaction between the applicant and the company where the company gets the opportunity to ask questions and vice versa. One of the major advantages of interviews is the fact that it helps to ask more probing questions to validate the claims of the applicant. In the same regard, the applicant also gets the opportunity to clarify roles and responsibilities and to ask for details of the work before making a decision about his or her future with the company and the nature of its business (Lewis & West, 2014). In other words, an interview brings both parties together to discuss whether they really want to be for each other in a transparent atmosphere. This is the prescribed method which is recommended to the company to do. They need to bring those who profess interest in this very difficult job and scrutinize their intentions well so that they do not make a mistake of getting a person who is recruited and leaves due to the perceived high employee turnover in the elderly care giver industry (Murdoch & Geys, 2014)

**Improving Job Satisfaction**

Excerpts of the current literature regarding employee satisfaction show that many factors (both work related and external factors) can influence employee satisfaction in different ways (Han, et al, 2014). The task of an elderly care giver like most care giving task (such as hospital care) is very difficult. This is because the employees are faced with people who are usually not in their best mental, social and economic mood. They are people who feel less important, often chronically sick, feeling of abandonment and worthlessness, frequent fatigue and some nearing end of their lives (Galik, et al, 2014). Such people usually tend to abuse their attendants due to misplaced aggression (Carlson, et al, 2014). Thus it is important to ensure the job provides enough satisfaction to warrant the continuous stay of employees. In today’s world, a satisfying job is one that pays well (Westermann, et al, 2014). The employee must be given enough compensation for all the challenges involved in dealing with the elderly people. Thus having a good and equitable compensation scheme is very necessary for employee job satisfaction. There is the need to rotate job in order to take away the boredom of monotony. Employees must have a feel of different customers and work in different departments occasionally to refresh themselves of excessive stress from working in the same place (Kuo, et al, 2014).

Controlling the workload of one single employee is another way by which employee satisfaction can improve. Employees with too much work will break down and become stressful especially when dealing with elderly people (Castaneda & Scanlan, 2014). Offering good leave periods and vacation with incentives, rewarding hard work and exceptional performance by management can equally help improve employee satisfaction. Above all, an employee that is respected, trained and developed, offered opportunity for career progression, mentored and working in an environment of warmth and care is always well motivated and satisfied (Westermann, et al, 2014).

**List of References**


