



Digital recruitment: Evaluation of a video component within a values based model for new graduate Allied Health recruitment

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Background

In an evolving recruitment landscape asynchronous video interviewing is an emerging innovation in Human Resources technology not yet explored as a recruitment strategy within Allied Health.

Aim

Describe the process and evaluate the effectiveness of an innovative bulk recruitment model for an allied health new graduate position at a tertiary Victorian hospital.

Method

Single site, prospective, mixed methods research design conducted at the Royal Melbourne Hospital. Thirteen 2019 new graduate physiotherapy applicants were shortlisted from a cohort of 139 and provided with instructions to complete and submit a 5-minute video interview answering four questions relating to personal values, physiotherapy experience and clinical competency with a 3-day turnaround. Four physiotherapy clinicians viewed and scored candidates according to a matrix with the top 6 candidates progressing to the final face-to-face interview. Quantitative outcomes were supplemented with qualitative exploration of recruiter and applicant perceptions of the new recruitment model.

Results

All candidates (n=13) supplied video interviews in the requested time and format. Eleven candidates provided feedback on the video interview process.

- This was most candidates 1st experience with video interview (92%).
- Candidates agreed the instructions were easy to follow (100%), the time frame (73%) and time line (91%) were satisfactory.
- While candidates felt they were able to accurately represent themselves (73%), most did not perceive they were able to engage with the employer (55%)

Video Interview Matrix:

Questions	Physiotherapy Competency
Introduction and desire for the role	Engagement; Communication skills; Team fit; Knowledge of organisation
Most proud moment or accomplishment as a student physiotherapist on clinical placement?	Organisation Values; Patient centred care; Evidence based practice
Situation where something did not go to plan on a clinical placement?	Reflective practice: Identifies what happened; explains impact; identifies areas for improvement; changes for future
Clinical Scenario:	Clinical Reasoning: Gathering all subjective and objective information; Treatment options; Multidisciplinary team input/ collaboration; Communication; Conflict resolution/negotiation; Documentation
Time: min	Each section scored out of 5 Total:/20

Candidate perceived benefits of video interview

- Time to focus on their responses to questions with the mitigation of stress.
- Able to better reflect personality and communication skills which cannot be achieved through phone interviews.
- Can complete at a convenient time.

Interviewer themes identified included

- Technology provided a modern, agile recruitment process which efficiently closed the time gap between application sorting and final stage face-to-face interviews, with time savings
- Implementation of technology allowed recruiters to assess the videos at a convenient time and share them internally amongst other stakeholders in the hiring process.
- Opportunity for higher calibre candidate selection with potential to screen more applicants than phone interview and ability to assess personality, body language, motivation and key skills such as language and presentation with standardised questions for assessment consistency.
- Demonstrated to be an effective screening tool. All candidates who proceeded to face-to-face interview were suitable for employment.

Significance of the findings to allied health

This case study demonstrated that asynchronous video interviews are a standardised, consumer friendly, time efficient, valid and effective preliminary objective screening method conducted prior to face-to-face interviews within the allied health recruitment process.

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