

# Healthcare Support Specialist – One Sitting

## Assessment Fact Sheet

### Overview

The Healthcare Support Specialist solution is for entry-level positions in a healthcare environment that do not require the employee to interact with patients. Sample tasks for this job include, but are not limited to: preparing food for patients, washing hospital linens, and cleaning the healthcare facility. Potential job titles that use this solution are: Janitors, Food Preparation Workers, and Laundry Associates.

Job Level	Entry Level
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Job Family/Title	Healthcare
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### Details

Average Testing Time (minutes)	30 minutes
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Maximum Number of Questions	170 questions
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Number of Sitzings	One
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Designed for Unproctored Environment	Yes
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Question Format	Multiple Choice, Multiple Choice – Adaptive
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### Knowledge, Skills, Abilities and Competencies Measured

**Professional Potential:** Measures the tendency to have potential for professional success across industry type and functional area. This is characterized by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.

**Following Instructions:** This is a measure of the ability to follow detailed instructions and select the appropriate course of action. This component is characterized by the ability to understand a set of rules and choose the correct response based on these rules.

**Motivation:** This component measures the tendency to set and accomplish challenging goals, while persisting in the face of significant obstacles. This trait is characterized by: working hard; taking satisfaction and pride in producing high quality work; and being competitive.

**Assertiveness:** This component measures the tendency of a person's effectiveness in directing and influencing others. This trait is characterized by: persuading and negotiating effectively with others; influencing others' decision-making; and coordinating others' efforts to accomplish work.

**Responsibility:** This component measures the tendency of a person's responsibility for his/her own actions and a commitment to performing assigned tasks. This trait is characterized by: reliability; proactive involvement in work; and a dedication to complete even the most mundane tasks.

**Example Questions**

Choose which of the two statements below is more true of you.

- a.)  I don't go out of my way to seek leadership roles, but others often look to me for guidance and direction.
- b.)  Although I have the ability to guide others' work, I prefer to let someone else take that responsibility.



	Strongly Disagree	Disagree	Neither Disagree nor Agree	Agree	Strongly Agree
It is easy to provide excellent patient service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sometimes it is challenging to feel compassion for strangers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Some patients deserve to be treated better than others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The on-the-job help I've gotten from supervisors I've had has been:

- a)  outstanding
- b)  very good
- c)  good
- d)  fair
- e)  poor
- f)  none of my supervisors has really helped me

## Example Report

### Recruiter Report : Healthcare 5.5: Healthcare Support Specialist - Short Form

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**Applicant Information**

**Name:**  
**Application Date:** Thu Oct 29 16:16:00 EDT 2009  
**Applicant ID:** 12411152  
**Session ID:** 431851422617315200

This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that PreVisor offers, please contact your account representative.

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**Overall Score**

**Recommended** ✓

	Low	Medium	High
Percentile	30	70	100
Overall Score	59 <span style="font-size: 2em;">◆</span>		

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**Detailed Results**

	Low	Medium	High
Professional Potential	30	70	100
Following Instructions	64 <span style="font-size: 2em;">◆</span>		
Motivation	12 <span style="font-size: 2em;">◆</span>		
Assertiveness	77 <span style="font-size: 2em;">◆</span>		
Responsibility	82 <span style="font-size: 2em;">◆</span>		
	45 <span style="font-size: 2em;">◆</span>		

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**Score Interpretation**

**Professional Potential**

This is a measure of the tendency to have potential for professional success across industry type and functional area. This is characterized by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.

This candidate's response profile concerning past achievements, social orientation, and work orientation is moderately similar to the profiles of highly effective professionals. The moderate match between the profiles suggests that this candidate is somewhat likely to be successful in a professional position.

**Following Instructions**

This is a measure of the ability to follow detailed instructions and select the appropriate course of action. This component is characterized by the ability to understand a set of rules and choose the correct response based on these rules.

The candidate is less likely than other candidates to select the correct course of action based on a detailed set of instructions. This suggests that candidate may experience difficulty following detailed instructions while on the job.

**Motivation**

This component measures the tendency to set and accomplish challenging goals, while persisting in the face of significant obstacles. This trait is characterized by: working hard; taking satisfaction and pride in producing high quality work; and being competitive.

The candidate is likely to set challenging goals and will persist despite obstacles. The candidate will tend to show a high level of pride in his/her work, striving for excellence even over prolonged periods of effort. The candidate is likely to be highly competitive and intense in approaching his/her work. The candidate is motivated to accomplish goals, regardless of the timeframe or difficulty level.