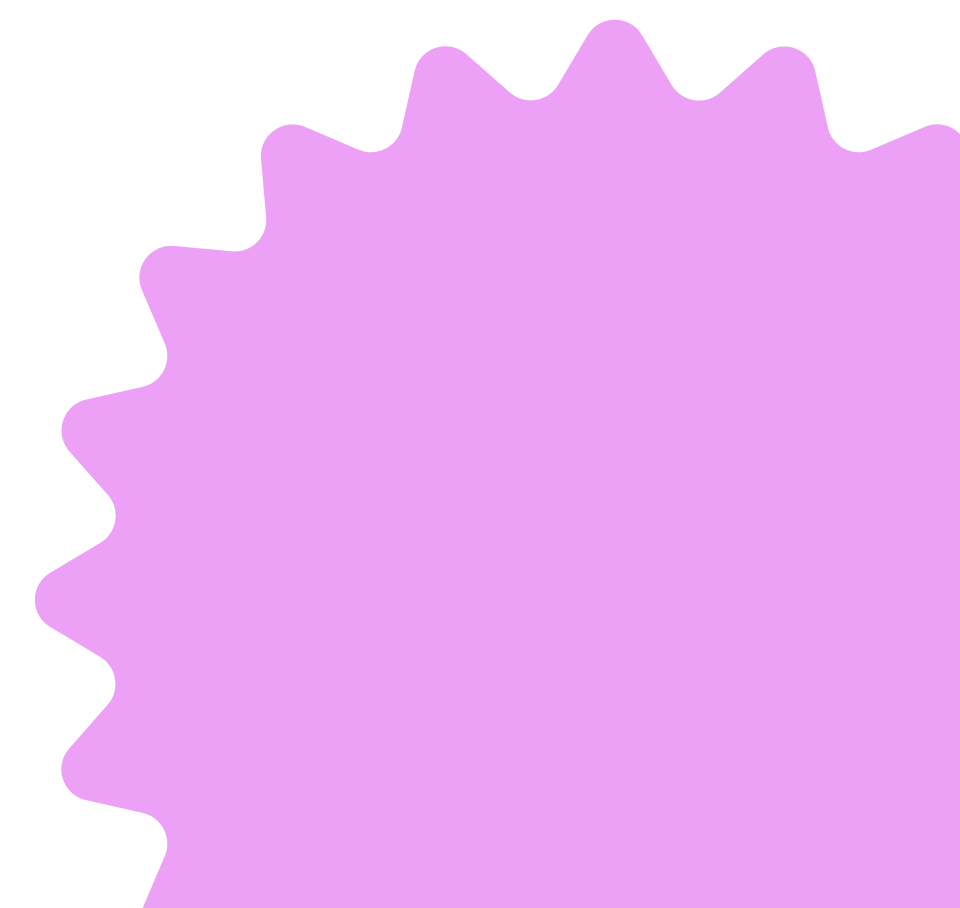




Getting the Right People

Presented By: Cat Poehling and Haylee Middleton

Agenda



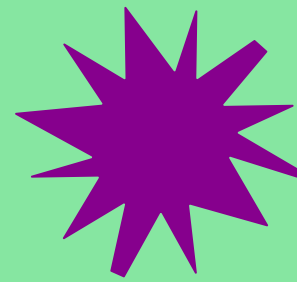
- **Marketing & Job Descriptions**
- **What are we looking for?**
- **Soft Skills**
- **Multi-Step Hiring Process**



Marketing the Job

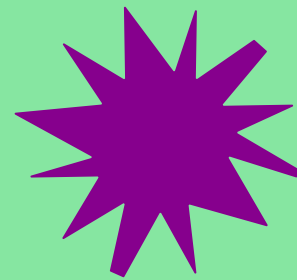
How are you currently advertising and recruiting for your job opening?

Job Descriptions Matter



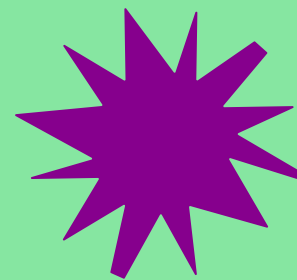
Use Clear & Concise Titles

Use simple, commonly used and understood words to create your job titles.



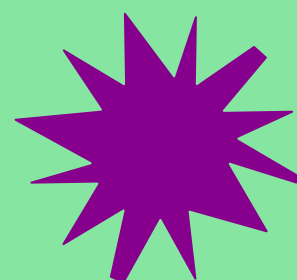
Avoid Using Jargon

Avoid using words specific to your company or only familiar to those with extensive job experience.



Sell the Opportunity

Use an attention grabbing opener to increase the likelihood of a candidate stopping to read more.



Consider Formatting

Make your job description easy to scan and read. Consider using headers and bullet points to convey information.



Job Descriptions: The Good, The Bad, The Ugly

Job Title: Mental Health Crisis Responder

Description:

Looking for someone to respond to mental health crises.
Must be able to work nights and weekends.

Requirements:

- Bachelor's degree or some experience
- Valid driver's license
- Good communication skills
- Ability to work in a team

Duties:

- Respond to crisis calls
- Provide support
- Document interactions

Salary:

Depends on experience

Benefits:

Health insurance, PTO, 401k

How to Apply:

Complete the link form [here](#).

What are we
looking for
when hiring
someone for
Mental
Health Crisis
Response
work?



Hard Skills vs. Soft Skills

- Hard skills are concrete, measurable abilities that you can learn through education, training, or experience. They are often specific to a job or task, and can include things like coding, data analysis, graphic design, and foreign language proficiency.
- Soft skills are personal traits and interpersonal competencies that you develop over time. They are not limited to a specific job, and can include things like communication, teamwork, adaptability, problem-solving, and leadership.

SKILLS



Soft Skills



What soft skills are essential for crisis responders?



Assessing Skills

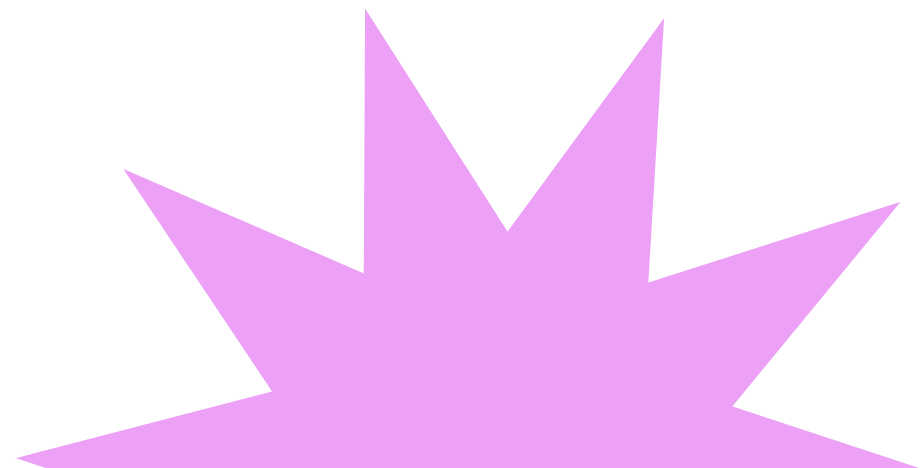
How to recognize the skills you want!

Observe body language & non-verbals

Use team-based interviewing and ask for feedback

Ask behavioral and reflective questions

Observe how they handle the different stages of the hiring process

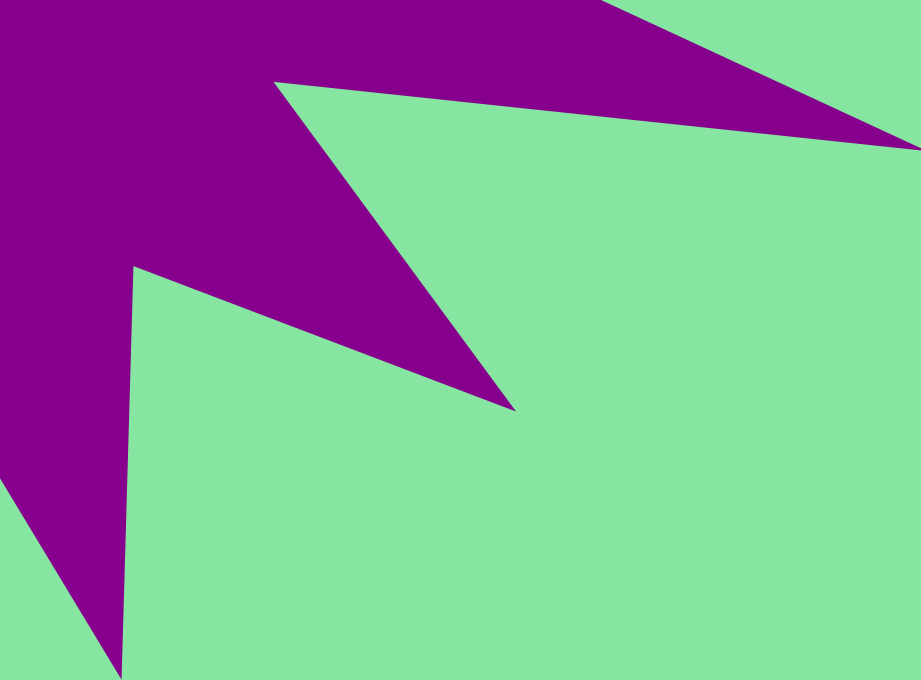


Experiential Activity!

Assessing communication and emotional intelligence
through behavioral questions

Instructions:

- Two people will be placed into a breakout room. One plays the manager, the other the applicant.
- The manager asks a behavioral question and assessing the applicant's response. Note what information tells you about this person's soft skills.
- After 5 minutes, switch



Behavioral Questions

Communication

Can you tell me about a time when you had to explain your work to a person in crisis or their family?
How did you ensure they felt supported?

Teamwork

Describe a situation where you had to work closely with a multidisciplinary team. How did you handle any conflicts or differing opinions within the team?

Problem Solving

Can you give an example of a time when you encountered an unexpected challenge while responding to a person?
How did you assess the situation and decide on the best course of action?

Adaptability

Tell me about a time when you had to quickly adjust your approach during a mental health crisis because the situation escalated or changed unexpectedly. How did you manage the shift while keeping the client safe?



What cues did you observe and assess from your mock interviews?

Unmute or share in the chat!



Multi-Step Hiring Process



Application & Screening	Phone Interview	Pre-Employment Assignment	In-Person or Virtual Interview	References, Background checks, etc.	Offering
Announce and advertise the job	Provides a chance to talk through job specifics	Great way to assess hard and soft skills	Virtual interviewing can be convenient or both the candidate and employer	Each organization will have their own policies	Written information, answer any questions about benefits package
Make it easy and accessible to apply	Allows employer to evaluate phone and conversation skills	Helps weed out candidates casually looking for jobs	Questions should be selected to evaluate soft and hard skills	Be very clear with the candidate what will be required	Written and signed offer of acceptance is important, including a start date
Hiring software can help manage and ensure qualifications	A good chance for question and answer	Can help make a decision between 2 candidates easier	Provides a chance to discuss and demonstrate workplace culture	Make a plan to ensure the candidate feels confident to complete requirements	Send communication to those candidates who were not offered



Thank you!

