

Professional Career Development in Health and Social Care (LCHS 4009)

ASSIGNMENT 2

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Acknowledgement of AI use: I confirm that I have / have not used AI to complete my work.
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Practical Portfolio

Introduction:

A portfolio is a compilation of academic and professional materials that exemplifies your beliefs, skills, qualifications, education, training and experiences.,

A portfolio is a collection of samples from your work. It helps to illustrate your skills and show your expertise in the industry. It's more visually appealing than a CV and builds your personal brand, helping to attract potential employers or clients. The exact format can vary based on your own style.

My Portfolio:

I am Criselda Bartlett, and I have been working as a support worker for 15 years. I'm working in the same company for 15 years now, so i can say my loyalty as a person is inherent in me. Im a person who wants stability in life, work or be with person i liked and if you treat me well, i will treat you well also, because i believe in saying that "what goes around comes around" where good deeds bring good results. The company appreciates my loyalty by promotion and increased salary, so for me the saying "YOU REAP WHAT YOU SOW" is very true indeed, that's why i follow that, I'm a hardworking person, kind, understanding.

In my SWOT analysis, my strengths are, I am a good listener, broad minded person, helpful, determined to finish the task given to me, can be calm and work under pressure, it develops thru years of working. I can say experience is really a good way of navigating life and achieving success in life..

Job Role that I will Apply:

A job role that i can apply is a Senior Carer. Senior Carer is responsible for providing high-quality care to individuals, supervising care staff, and ensuring the well-being and dignity of service users.

The following are the: Key Responsibilities

Supervision and Leadership: Oversee and support care assistants and home carers, ensuring that care standards are met and maintained. Act as a role model for good practice and provide guidance to new staff. **Personal Care:** Assist service users with daily personal care needs, including bathing, dressing, and mobility support. Promote independence and dignity in all care activities. **Health Monitoring:** Conduct assessments and monitor the health and well-being of service users. Report any significant changes to the registered manager and liaise with

healthcare professionals as needed. **Documentation:** Maintain accurate records of care provided, including care plans, medication administration, and incident reports. Ensure compliance with organizational policies and procedures. **Training and Development:** Participate in ongoing training and development to keep skills and knowledge up to date. Support the induction and training of new staff members.

Qualifications and Skills

Experience: A minimum of 12 months experience in a care setting is typically required. Previous experience in a supervisory role is advantageous. **Qualifications:** Relevant qualifications, such as NVQ Level 3 in Health and Social Care, are often required. Registration with the appropriate statutory body may also be necessary. **Interpersonal Skills:** Strong communication and interpersonal skills are essential for building relationships with service users and their families, as well as for effective teamwork. **Compassionate Attitude:** A caring and respectful attitude towards individuals requiring support is crucial for success in this role.

Senior carers can work in various settings, including residential care homes, day care centers, or in the service users' own homes. The role may involve working flexible hours, including weekends and holidays, to meet the needs of service users.

This job description outlines the essential functions and expectations of a Senior Carer, highlighting the importance of compassion, leadership, and commitment to high-quality care.

COMMUNICATION SKILLS

Health care or Support Carer requires a combination of both hard and soft skills to provide high-quality patient care and work effectively in a healthcare environment. Essential Health Care Skills must have a good communication skill. Communication involves conveying and receiving information through a range of verbal and non-verbal means. When you deliver a presentation at work, brainstorm with your coworkers, address a problem with your boss, or confirm details with a client about their project, you use communication skills. Corporate communication skills are an essential part of developing positive professional relationships.

While it might seem like communication is mostly talking and listening, the skill is more nuanced than that. Everything from your facial expression to your tone of voice feeds into communication. When you're ready to explore what communication skills at work look like and learn how you can improve how you communicate, consider enrolling in the Achieving Personal and Professional Success Specialization, which can help you work on your verbal, interpersonal, business, and persuasive communication

Your communication skills will fall under four categories of communication. Explore each communication method: First is **Written communication**. Writing is one of the more traditional aspects of communication. We often write as part of our job, communicating via email and messenger apps like Slack, as well as in more formal documents, like project reports and white papers. Conveying information clearly, concisely, and with an accurate tone of voice are all important parts of written communication. Second is **Verbal communication**. Communicating verbally is how many of us share information in the workplace. This can be informal, such as chatting with coworkers about an upcoming deliverable, or more formal, such as meeting with your manager to discuss your performance. Taking time to actively listen when someone else is talking is also an important part of verbal communication. Must have interpersonal **communication skills**.

Interpersonal skills, or people skills, are the tools we use to live and work in a community, like teamwork, patience, empathy, honesty, and active listening. These skills can help you maintain positive relationships in your personal and social life, as well as in professional environment. Third is **Non-verbal communication**

The messages you communicate to others can also take place nonverbally—through your body language, eye contact, and overall demeanor. You can cultivate strong non-verbal communication by using appropriate facial expressions, nodding, and making good eye contact. Really, verbal communication and body language must be in sync to convey a message clearly. Fourth is **Visual communication**. Lastly, visual communication means using images, graphs, charts, and other non-written means to share information. Often, visuals may accompany a piece of writing or stand alone. In either case, it's a good idea to make sure your visuals are clear and strengthen what you're sharing.

Communication skills are very important because, we use communication skills in a variety of ways in your professional life: in conversations, emails and written documents, presentations, and visuals like graphics or charts. Communication skills are essential, especially in the workplace, because they can Improve your relationships with your manager

and coworkers, build connections with customers, help you convey your point quickly and clearly, enhance your professional image, encourage active listening and open-mindedness and help advance your career.

Communicating effectively in the workplace is a practiced skill. That means you can take steps to strengthen your abilities. Explore actionable steps you can take to improve all areas of workplace communication.

Improving your overall communication abilities means being fully present. Put away anything that can distract you, like your phone. It shows others that you're respectfully listening and helps you respond thoughtfully to the conversation.

Second, Be respectful. Be aware of others' time and space when communicating with them. Thank them for their time, keep presentations to within their set time limits, and deliver written communications, like email, during reasonable hours. **Third, be receptive to feedback.** As you're working to improve your communication skills, ask your colleagues for feedback about areas you can further develop. Try incorporating their feedback into your next chat, brainstorming session, or video conference. **Fourth, Prioritize interpersonal skills.** Improving interpersonal skills or your ability to work with others—will feed into the way you communicate with your colleagues, managers, and more. Interpersonal skills have to do with teamwork, collaboration, emotional intelligence, and conflict resolution, and often go hand-in-hand with communicating. Writing and imagery share a lot in common in that you're using external mediums to share information with an audience. Learn tips to help improve both communication types. Fifth, **be concise and specific.** Staying on message is key. Use the acronym BRIEF (background, reason, information, end, follow-up) to help guide your written or visual communication. It's important to keep your message clear and concise so your audience understands your point and doesn't get lost in unnecessary details. **Six, Tailor your message to your audience.** Your communication should change based on your audience, similar to how you personalize an email based on who you're addressing it to. In that way, your writing or visuals should reflect your intended audience. Think about what they need to know and the best way to present the information. Seventh, **Tell a story.** When you can, include stories in your written or visual materials. A story helps keep your audience engaged and makes it easier for people to relate to and grasp the topic. Eighth, **Simplify and stay on message.** Proofread and eliminate anything that strays from your message. One of the best ways to improve communication is to work on creating concise and clear conversations, emails, and error-free presentation

Conclusion

Developing these key skills is essential for anyone pursuing a career in nursing. They not only enhance the quality of patient care but also contribute to a more efficient and collaborative healthcare environment. By focusing on both hard and soft skills, nurses can ensure they are well-prepared to meet the challenges of their profession.

Task 3 (600 words): REFLECTION

My reflection on my personal SWOT team analysis presentation, I applied Gibbs Reflective Cycle as a guiding framework. The Gibbs Reflective Cycle is a six stage model for structured learning from experiences, guiding you from describing what happened (Description) to exploring your feeling (Feelings), judging the good/bad (Evaluation), making sense of it (Analysis), concluding lessons learned (conclusion and Planning future Actions (Action Plan)).

Gibbs' Reflective Cycle is a framework for reflection that consists of **six stages namely:**

Description: During the 10 mins presentation of my personal SWOT analysis, I focus on my future of becoming a Nurse. Working as a Senior Carer/ Medicator at present, I work side by side with a Nurse, the Nurse expect me to know everything, It is difficult for me because I don't have the kind of Nurse Training like insulin injection, catheter insertion etc. That's why I want to be a Nurse to be at par with the knowledge and skills of my colleague.

Feelings: My feeling during the presentation is nervousness, anxious, not that confident even though I am prepared for the presentation, I am still a shy person in front of audience, I combat it by just talking about the report confidently.

Evaluation: The good thing about my experience is I made it, I struggle but I manage to do presentation, bad things about my experience is, still I am not that confident to talk in front of people.

Analysis: I analyse the situation as good experience for me to continue develop my confidence in talking to an audience, and develop my speaking communication skills

Conclusion: I learn that given a chance and a lot of practice I can develop confidence in speaking in front of audience.

Action Plan: My action plan if I'm in the same situation, I will prepare well and do my best to boost my confidence, so that I can speak well and impart the knowledge I research to my audience

GENERAL CONCLUSION:

The **Reflective Cycle** has six distinctive stages, leading from a description of the event/experience through to conclusions and consideration for future events.

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Word Count: Total 2050 or 2100 will be acceptable