

Student Name: Portia Boateng Turkson

Student ID: 2122363

Module Name: Professional Career Development

Module Code: BMSW4005

Lecture Name: Lloyd Beharry

- **Table of Contents**

- Introduction
- The Employment Relation
- Employer's Responsibilities
- Employee's Responsibilities
- The Recruitment Process
- The Interview - reflection on role play
- Career Development
- Personal development plan
- Conclusion
- References
- Appendix

Introduction

Employability is the ability to work in any institution. Employees in any organization must have certain abilities and traits (Wickremesinghe and Pereira, 2010). To do well in work, employers seek those traits. The study discusses employment relationships and rules (Suleman, 2018). Second, a week 9 interview role play exercise focusing on health care recruiting and selection. This report concludes with a professional development activity for my healthcare assistant role. This paper covers employability skills and employment relations laws. This paper also examines health care recruiting variables. Reflective reports analyze an individual's experience through time (Adeani, et al. 2020).

The Employment Relations

Any institution's employment relationship is the right approach to treat employees. To guarantee that employees successfully contribute to the institution's development in respiratory and social care settings, many types of relationships are maintained with employees (Lowden, et al. 2011).

Health and Safety at Work Act (1974): The UK government created the Health and Safety at Work Act 1974 to improve workplace health and safety (Suleman, 2018). Health and social care employers provide a safe and healthy workplace. Employers keep employees happy by providing a decent work environment. For instance, greater implementation of that regulation makes employees believe that the institution cares about their health and safety and provides a favorable atmosphere for their work.

Employment Rights Act (1998): The Employment Rights Act 1998 helps firms maintain good relations with employees by giving them workplace rights (Markkanen, et al. 2020). This law gives workers workplace safety, voice, recompense, and human rights. By fulfilling all those rights, healthcare companies may maintain excellent connections with employees, ensuring a good atmosphere for delivering services to the public (McNaught, 2020).

Equality Act (2010): The Equality Act of 2010 is applied in the workplace in health and social care sector for offering equal benefits to the employees, staffs, and professors in the settings (Rosenberg, et al. 2012). Adequate number of equal benefits and other facilities are offered to the employees for maintaining better employment relationship with the individuals working in the institution.

Employer's responsibilities

The responsibility of the employers in terms of maintaining employment relationship in a positive manner has been discussed below on the context of health and social care settings within the UK.

Ensuring safety: The first and the major responsibilities of the employers are to offer adequate safety for the employees working in healthcare settings (Suleman, 2018). During the pandemic of covid19 time, the employers offered PPE for protecting the healthcare individuals from the virus and offer adequate services. That help the employers to maintain good relationship with the employees working in the institution (Sayers, 2005).

Employee's responsibilities

Few responsibilities of the employees in term of the maintaining good relationship with the employers in the workplace of health care settings are as follow.

Join training sessions: The Employees required to join all the training sessions executed by the top management and the leaders of any institution to improve their skills and maintain good relationship with the employers (Adeani, et al. 2020).

The Recruitment Process

Here, a brief discussion about the recruitment process of a healthcare setting has been discussed by identifying some of the common steps.

Advertisement: I was looking actively for jobs and found it on job board. I saw it on a career website. I saw this opening while I was searching for job portals or on google. That is how I first saw this job. (Naukri,2020).

Job description: The job description includes the identification of the roles and responsibilities of the job. In healthcare settings, the job description includes the specific role that the individual is expected to complete within the workplace (Adeani, et al. 2020).

Person Specification: The Persons specification is known as the skills and abilities that a person requires to fit in the job role of that advertised vacant position in the institution (Chen, 2021). In the Health and Social care settings, to become a Healthcare assistant, several person specifications are required such as completing bachelor's degree, completed at least 3-month placement in any care setting, emotionally intelligent, caring, friendly, patient, reliable and strong communicator related to becoming a healthcare assistant. Some, verbal motivation skills, leadership skills and IT skills.

Application forms: The application form development is the method of developing a form in which the applicants can write down their skills and competencies, qualifications, and the basic information about their requirements from the environment and their ability to match the job position in care settings (Chen, 2021).

Short listing: The last stage of the recruitment process in healthcare setting is to shortlist the selected candidates and then conduct the interview session. In the short-listing activities, the overall system related to maintaining and following the guidelines of the institution are executed (Lowden, et al. 2011). In this case, the shortlisting in the care setting is done based on the screening of the CV and the potential skills and competencies required by the care institution to execute different activities.

Personal Reflection

This section includes the evaluation of the role-play session conducted between me and the interviewer of a Health care interview (Wickremasinghe and Pereira, 2010). In this section, the use of Gibbs model of reflection has been shown to discuss about my own feelings and activities throughout the role-play session.

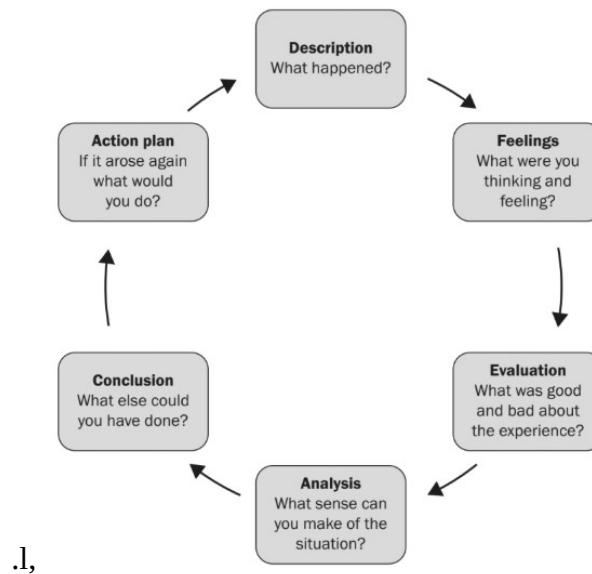


Figure: Gibbs model of Reflection

Source: (Wickremasinghe and Pereira, 2010)

Description: Healthcare Assistant, care for patient in the residential care home. Their duties include assisting patients with daily activities, checking vital signs and assisting nursing staff when needed. (Indeed, 2023).

Feeling: The exercise in role-playing has proven to be rather fun, which is just what both I and the other participant had hoped for (Markkav, hjggn, et al. 2020). In the beginning, I didn't have a very nice feeling since I was pretty concerned about the scenario, but towards the conclusion, I had a support from the teacher and interviewer, which increased my level of confidence. This was a positive experience for me. I felt optimistic about the experience as a whole due to the fact that I took part in a number of illuminating talks with the interviewers regarding the responsibilities of a health care assistant. I had a great urge to learn more about the customs that are observed in healthcare organisations since I was considering applying for the position of health care assistant. These organisations are known for their long-standing traditions (Rosenberg, et al. 2012). I was able to get insights about the profession, its principles, and the anticipated tasks of a health care assistant through the role-playing exercise, which made it a very satisfying experience.

Evaluation: During this phase of the process, we are determining the good and bad parts of everything that may have taken place during any one person's experience. This may be anything from a new job to a breakup. In this scenario, I took part in the experience-gathering session which

was also known as the role-play session. During this session, I took on the role of the Interviewer, standing in between the other participant and me. I was in the middle of the action (Wickremasinghe and Pereira, 2010). The interview offered a great deal of information that was quite helpful (Markkanen, et al. 2020).

Analysis: The analysis phase is the part of the process in which an individual considers the many aspects of an encounter, such as its positive and negative aspects, as well as the bigger picture, to determine what can be learned from the interview. I have realised that I have improved both my knowledge and my skills in relation to working as a successful healthcare assistant (Adeani, et al. 2020).

Conclusion: In conclusion, I can assert that there were further actions on my part that might have been taken to improve the effectiveness of the role-playing session (Markkanen, et al. 2020). During the interview process, for instance, I may have picked up some knowledge about some of the necessary languages, which would have been highly helpful for enhancing my performance to work as a health care assistant.

Action plan: It is possible to say that I have some of my abilities and competencies that need to be improved and based on the analysis of the general reflection on the role-play session, it is possible to say that I have some of these areas covered by the action plan that I have produced to address these areas (Lowden, et al. 2011). I have concluded that the best way to improve my verbal communication capability with others is to enrol in a course that is provided online for a period of six months and to practise on the subject matter in the comfort of my own home.

Career Development

Understanding of skills require effectively action includes the evaluation of the scale required by any individual to work effectively as a care assistance.

Communication skills: communication skills are considered as the major and the most important required (Rosenberg, et al.2012). as a career you to have both verbal and written communication skills to help you to communicate with your patient and doctors.

Observation skills: to accomplishing the work of a health care assistance, it very essential to have observation skills for any individual (Adeani, et al. 2020). It helps you to observe individual behaviour.

Decision making skills: to become a good healthcare assistant, practical decision-making skills are very important (Chen, 2021). It allows you to take a decision for the patient is the most suitable.

Personal strength area

personal strength and opportunities I identified from the play role play session.

- I have decent knowledge and experience in using IT software and equipment during the role play session
- I found that I do have basic knowledge about research skills required for becoming a good healthcare assistance
- I have better understanding of different theories of leadership which is used in the health and social sector

Personal employment goals (Personal Development Plan) Now, based on the overall evaluation, a personal development plan has been prepared to overcome some of my skill gaps and skill shortages to become eligible for a job position in any healthcare setting.

Area of improvement	Actions to be taken	Implementation in future	Time Horizon
Public speaking skills	For improving my public speaking skills, I have taken the action of joining a course on an online platform for the next 6-month time. I will also practice in front of the mirror every night to improve my public speaking skills required in the health and social care sector.	I would like to implement my skill of public speaking in the training sessions and the job role in any healthcare setting future.	6 months

Conclusion

In a nutshell, the role-play session has been quite effective for me to identify my skills and competencies of myself in the job role of a healthcare assistant. Besides, some of my skills are quite well such as research skills, problem-solving, and decision-making skills which are highly required for becoming eligible for any job position in health and social care settings. Also, I have identified some of the skill gap and public speaking skills. A personal development plan has been discussed to show the ways by which I can overcome those problems and become eligible for a job position in health and social care setting

Adeani, I.S., Febriani, R.B. and Syafryadin, S., 2020. USING GIBBS'REFLECTIVE CYCLE IN MAKING REFLECTIONS OF LITERARY ANALYSIS. *Indonesian EFL Journal*, 6 (2), pp.139- 148.

<https://www.coursehero.com/file/93362893/dublindocx>

Bailey, S. (2021) "Reflective writing," *Academic Writing for University Students* [Preprint].

<https://www.routledge.com/Academic-Writing-for-University-Students/Bailey/p/book/...>

Chen, J.H., 2021. Augmenting Student and Professional Training with Peer Learning Groups: Results from Focus Group Interviews (Doctoral dissertation, Rutgers The State University of New Jersey, Graduate School of Applied and Professional Psychology).

<https://rucore.libraries.rutgers.edu/rutgers-lib/66662/record>

He, K.N., Parkinson, L. and Doyle, A.K., 2018. Gibbs' Reflective Cycle.

Husebø, S.E., O'Regan, S. and Nestel, D., 2015. Reflective practice and its role in simulation. *Clinical Simulation in Nursing*, 11(8), pp.368-375.

<https://www.coursehero.com/file/102392821/REFLECTIVE-ESSAY-ON-INTERNSHIP-EXPERIENCEdocx>

Pilar Laguna-Sánchez, Pilar Abad, Concepción de la Fuente-Cabrero, Rocío Calero, A University Training Programme for Acquiring Entrepreneurial and Transversal Employability Skills, a Students' Assessment, Sustainability, 10.3390/su12030796, 12, 3, (796), (2020).

<https://onlinelibrary.wiley.com/doi/10.1111/j.1465-3435.2007.00285.x>

Lowden, K., Hall, S., Elliot, D. and Lewin, J., 2011. *Employers' perceptions of the employability skills of new graduates*. London: Edge Foundation.

eprints.gla.ac.uk/54996

Markkanen, P., Välimäki, M., Anttila, M. and Kuuskorpi, M., 2020. A reflective cycle: Understanding challenging situations in a school setting. *Educational Research*, 62(1), pp.46-62.

<https://www.citethisforme.com/topic-ideas/psychology/new one aagin-146937670>

McNaught, K. (2020) "Reflective writing in Mathematics Education Programmes," *Reflective Practice*, 11(3). <https://www.semanticscholar.org/paper/Reflective-writing-in-mathematics-education...>

Appendix

Job application form

Application for [job title] – HEALTH CARE ASSISTANCE

Your details

Name: PORTIA BOATENG TURKSON

Education and training

Please give details:

Qualifications

Please give details:

SENIOR HIGH CERTIFICATE WEMBLEY COLLAGE UNIVERSITY OF WALES TRINITY SAINT DAVID SCHOOL HEALTH CARE ASSISTANCE CERTIFICATE
--

Employment history

Your current or most recent employer

Name of employer: ROSEDENE NURSING HOME

Job title: HEALTH CARE ASSISTANCE

Length of time with employer: FROM 2020 TO 2022

Reason for leaving: IT WAS AN AGENCY AND I WANTED A PERMANENT JOB AND A PLACE CLOSE TO MY HOUSE

Duties:

I SUPPORT PEOPLE WITH SOCIAL AND PHYSICAL ACTIVITIES AS WELL AS EATING AND DRINKING.

I BOOK AND ACCOMPANY PEOPLE AT APPOINTMENT

I ASSIST THEM WITH PERSONAL CARE.

I MONITOR INDIVIDUALS' CONDITION BY TAKING NOTES ON THEIR DAILY LIVES.

I HELP CLIENTS WITH THEIR IMMEDIATE NEEDS.

Previous employers

Please tell us about other jobs you have done and about the skills you used or learned in those jobs.

I WAS A CLEANER IN MY PREVIOUS WORK.

THE SKILLS I LEARN FROM MY PREVIOUS WORK ARE DUSTING, MOPPING, TEAMWORK, SAFE HANDING OF DETERGENTS AND OTHER CHEMICALS.

THE SKILLS I USE IS CUSTOMER SERVICE SKILLS, A DESIRE TO HELP PEOPLE, THE ABILITY TO WORK ON MY OWN, PHYSICAL FITNESS AND ENDURANCE.

Supporting statement

Please tell us why you applied for this job and why you think you are the best person for the job.

Right to work in the UK

Do you need a work permit to work in the UK? Yes / (No)

References

Please give the names and contact details of 2 people who we can ask to give you a reference. We may ask them before an employment offer is made. We will not ask your current employer until we get your permission.

REYNELL DWOMO 07712276417 AND FRANKLIN BOAHENG 074122188788

Declaration

I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my dismissal.

Name: PORTIA TURKSON

Signature: PBT

Date:25/11/2022

QUESTION

Tell me about yourself

Why should I hire you

Can you work under pressure

Why did you leave your previous job

What are your strength and weakness.

