

BACIU FLORIN-DANIEL

Student nr:2125628

**PROFESSIONAL CAREER DEVELOPMENT REPORT AND
ROLE PLAY (INTERVIEWEE AND INTERVIEWER)**

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Task 1: Roleplay

Interviewer: What is the personal ambition that helps to improve your career goals?

Interviewee: Personally, the aim of my career has created a focus on the development as an efficient health and social caregiver. They are the responsible person in society that helps to provide their services to needy patients and manage to develop mental as well as physical health. The particular ambition has faced challenges in improving its services as per the client's needs. Moreover, they help to encourage the patients to maintain their positivity in living which can provide a prospect of empathetic feelings.

Interviewer: What is the requirement for your skill development as per knowledge to become a health and social caregiver?

Interviewee: The health, as well as social caregiver, has to develop effective communication that increases the understanding of the patient's situation and develops the service as per the recommendation. Moreover, the social caregiver has to maintain patience for understanding the patient and develop the decision-making skills for solving the issues of physical as well as mental health. The caregiver has developed the skills by increasing empathy as well as positivity to improve the situation of the client.

Interviewer: How could you build rapport to make the service more effective?

Interviewee: the caregiver for health and social development has focused on the building of rapport by introducing themselves to the client and creating a skill of active participation for improving the sustainable business. It can create a strong engagement in the way to develop the performance of the caregiver regarding their services. Furthermore, the health, as well as social officers and caregivers can develop rapport by maintaining empathy and ethical consideration of their behaviour that improves to maintain the sustainable relationship with the patient.

Interviewer: What are the consequences of knowledge that increases your career development for the future?

Interviewee: The caregiver has maintained the ability to learn and develop their performance as per the analysis of the situation of the client. Moreover, the application of decision-making helps to improve the identification of the reason through the accurate analysis of the client. It can help to develop empathy as well as morality to make a decision that increases the consequences for the development of knowledge and also helps to create stable career goals on the way of developmental aspect.

Interviewer: How to improve stability in the career development programme that helps you to recruit?

Interviewee: I have to develop the quality of my skill development through the adaptation of changes. The process has focused on the analysis of the understanding of the required changes in the prospect of development that helps to improve the self-direction process. This helps to improve my confidence in the time of recruitment. Moreover, the development of rethink and analysis of the skills can help to improve the career developmental goals that increases my potential for the accurate development of the career to maintain the health and social caregiver.

Task 2: Report

A personal reflection on role play and career development planning

Introduction

This assignment is going to describe my personal career development plan, career goals, and relevant skills necessary for this using the framework of Gibb's reflective cycle. The reflective report will highlight my perspective and my feelings regarding my career goals, ambition, development, and employability skills. I have completed graduation and am now looking to develop my career as well as my personal development so that my employability skills can be demonstrated to employers. I want to be a health and social caregiver in the future and establish my career in the health and social care field from my utmost interest to join this field of work. In this context, the report will highlight my personal feelings regarding my future career development plan, critically discuss my areas of expertise relevant to play the desired job role efficiently, and discuss the skills gaps I have as well as the area of improvement along with the necessary action plans to fulfil these gaps and be attractive to the employers.

Gibbs' Reflective Cycle



Figure: Gibb's reflective cycle

(Source: expertprogrammanagement.com, 2019)

Description

As per my future career plan, I want to be a health and social caregiver with effective employability skills to be attractive to employers. The job role of health and social caregiver is associated with the provision of assistance to the patients in their tasks of daily living along with sitting them in their healthcare providers, such as giving them medication, assisting them in their personal care, and maintaining their hygiene (Stokes and Patterson, 2020). I want to be a health and social caregiver from my utmost interest in this field and profession as well as I want to utilise effectively my compassionate mindset, optimistic attitude, and desire to serve something good for society. As per my own understanding, I can say that it is necessary to establish a proper interpersonal relationship with the clients to work effectively in this field with a passionate and motivating mindset. I think I will have a positive experience with this work along with a sense of doing some social work that will be highly helpful for an individual for their personal growth and healthy development. I think being empathetic to someone is the most important skill one must need to be an efficient health and social caregiver, along with an adequate level of patience, dependability, and trustworthiness. According to a study by Tamizi et al. (2020), it is evident that a sufficient level of reliability and credibility is fundamental to doing the job of a social caregiver in an efficient manner. As per the UK's legislation of Health and Safety Work Act 1974, the employer in the healthcare setting must have the legal responsibility to ensure the health and safety of the employees in the workplace as well as the employees also must play

the role to be safe with all the safe practices. Apart from that, communication skills to continue effective communication with various types of patients in both verbal and non-verbal techniques, problem-solving skills to handle different difficult situations in a problematic moment with a terminally or seriously ill patient, and encouraging abilities to motivate the mentally unstable patient is necessary to do better in this kind of job. Employers also search for relevant academic knowledge to huge whether the candidate has a general and basic idea about the basic amenities of a health caregiver (Zhang *et al.*, 2020).

Feelings

As per my personal feelings, I am competitive enough to do well in the job position of health, and social caregiver due to my ability to provide a passionate attitude to the elderly and sick people and my ability to maintain and establish a strong bonding with the patients will help me in the job that motivates me and makes me excited to create my career in this field. I generally feel loved by the elderly sick patient with an intense intention to work as a social worker. Due to my crucial interest in social work in terms of the field of patient care, I think it is a necessary approach for me to establish my career in the field of health and social care, which will give me the extra advantage of having a job satisfaction. As per my opinion, some of the employability skills to be an effective health and social worker in future are the empathy, effective communication skills, critical thinking ability, active-listening skills, adequate level of patience, and cultural competence to be successful in such a kind of work. Apart from that, as per the Equality Act 2010, I must demonstrate equal level of care to my entire clients irrespective their caste, race, religion, and other parameters to foster good relationship with them while carrying out my activities. Due to my passionate attitude, caring mindset, and optimistic thinking, I think that I am ready enough to join such jobs. The skills gaps I have must be gotten rid of by the experience of my duties along with learning and development.

Evaluation

In terms of my personal strength of mine to be an efficient health and social caregiver and the respective fields of improvement, I can state that my compassionate mindset and optimism to always search for a positive outcome in any adverse situation are my strength to develop my career in my field. My basic knowledge regarding the healthcare sector and person-centred approach and its importance in the healthcare and social care sector will help me to improve my employability skills so that my skills would be approachable to the employer. The person-centred approach in the healthcare sector can be regarded as a significant phenomenon to focus on the care of the needs of individuals in terms of the preference of patients in making clinical decisions and provision of care (Kuluski *et al.*, 2021). Apart from that, my ability to think

methodically and practically in case of any critical situation with logic and keep my mind calm and cool can also be helpful in establishing my career in this field. Furthermore, my honesty, integrity, and responsibility would make me a responsible caregiver in future with the sense of adequate accountability and basic ethical standards to maintain my proficiency in the field of such a career option.

However, after evaluating my skills and expertise, I can feel that my communication skills need to be improved to communicate effectively with the patients, mainly if I am supposed to take care of any elderly patients with any mental instability. The caregivers have to make strategic communication with such patients to build rapport with them, avoiding complex emotional topics and understanding their preferences so that the patient can trust the caregiver as well as can depend on them. I have a weakness in this area as I feel shy while talking to any unknown person, and it takes time to build rapport with the unknown person. Therefore, I have to improve my communication skills to establish my career and fill the gaps in necessary skills to be a health and social caregiver.

Analysis

As per the aforementioned evaluation of my strength and weaknesses and the relevant role-play in the interview, it can be analysed that it is highly necessary to establish a proper employment goal as well as a properly mannered goal setting to improve my future career and increase my employability skills. In terms of my goal-setting regarding my career, I can say that although I want to start my career as a health and social caregiver, I want to be in a managerial position in future by joining a healthcare association from where I can foster the profession of caregiving and become an advocate of the families of elderly people. **As per the Employees rights Act 1998, the employees have specific rights depending upon the workplace conditions such as dismissal, parental leave, or redundancy. I must remember about this law and the employers also have the responsibility of maintaining the proper act.** I want to improve my efficiency with the experience I will gain in my work life and want to learn proper knowledge from the wrongful act I would do, if any. In this managerial position, I want to develop the traits of a situational leader as per the Situational Leadership Theory. This leadership trait generally adapts different leadership styles as per the necessities of the situation (Daniëls *et al.*, 2019). Apart from that, in my health and social caregiver career, I will try to implement moral development to the children who will be under my care Kohlberg Theory in healthcare psychology.

Conclusion

As per the above discussion and analysis regarding my career planning, ambition, and aspects of career development, it can be concluded that an adequate level of compassion, patience,

confidence, and strong interpersonal skills must be necessary to be a successful health caregiver in future. Apart from that, it is essential to have a good level of communication skills, leadership skills, and empathy skills, as well as good trustworthiness and a basic level of honesty and responsibility to take care of a patient. As per my skills and expertise, it can be stated that I can have a better level of positive mindset, dependability, accountability, trustworthiness, and compassion, but my main weakness is about the area of my communication skills and shyness, which are hindrances to building rapport with the patients. I have to focus on the improvement of this skill to increase my employability skills and show my excellence in front of employers. That is why it is a must to include the improvement of communication skills in my personal development planning.

Action plan

After the assessment of my personal skills and expertise to be a successful health and social caregiver in future, it is evident that my weakness is mainly associated with my communication skills to build an intense relationship with patients so I need to develop this area of my expertise. In order to improve my communication skills, I need to improve my active-listening skills also by properly listening to the condition of the patients to understand their exact needs (Kee *et al.*, 2018). My confidence level must be enhanced to improve communication and build rapport with my clients. A better level of confidence regarding my expertise and efficiency, along with maintaining proper body language, must be helpful to improve my communication skills.

Personal development plan

Which is to be developed	Actions taken	Success criteria	Time frame
Communication skills	- Improvement of active listening skills - Growth of confidence - Maintenance of proper body language	- Relationship management capacity - Convincing ability	Within one month

Recruitment and selection

As per the role play done in the class between two students, I have gained the basic idea of generating a basic level of employability skills in the field of health and social care. This role-play has stimulated my childhood ambition to work in the field of health and social care with an adequate level of motivation and excitement. This role-play has provided me with the key and

basic insights to improve my career goals by proper goal-setting mindset, performance metrics, and proper networking skills. This role-play has equipped me with the basic knowledge of being a successful employee and attractive to my employer by the demonstration of my excellence in the respective job role. I have learned about the necessary skills to be an efficient caregiver in future, such as adequate compassion skills, communication skills, problem-solving ability, empathy, patience, and a basic level of honesty and integrity. I have realised the importance of assessing my own skills and expertise as a basic and necessary part of my career development planning, along with the necessity of creating a personal development plan to encourage personal growth from the idea and answers given in the role-play. I have been able to create a strategic mindset with a proper mission and vision of my future regarding being a successful health and social caregiver and improving my skills and expertise level. In order to improve the recruitment process, I have also gained ideas from the role-play by understanding the importance of candidate sourcing and the establishment of talent pipelines.

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