

Name: Amina Hussain

Student ID: 0540014

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Lecturer: Markus Klingelfuss

Employability skills are the abilities, behaviours and personal Qualities that help people succeed. In the workplace they include communication, teamwork, problem solving digital skills and the confidence to work well with others. These skills are important to every job, but they are especially essential in job roles that support vulnerable people and families. Before exploring the key skills it is necessary to explain what a family support worker does. According to (iomh.co.uk, 2025) this role acts like a bridge between families and services like schools, healthcare, councils, and charities. This ensures families get the right help at the right time. It explains that the role involves building relationships assessing needs and providing practical and emotional support for families. Prospects.ac.uk, (2024).

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A family support worker assists families in dealing with challenges like poverty, housing insecurity and mental health. They provide counselling, case management, and support with child development and parenting, these workers often serve as the first point of contact for families in need and help them connect with community resources. (Washington Chapter, 2026). According to (Prospero Health and Social Care,2025) The key skills for a family support worker include strong communication problem solving and organisational abilities. They also need to stay calm under pressure and understand safeguarding principles.

In another study from Indeed Career's Guide Family support worker job role provides emotional support to individuals facing stress, substance abuse, and mental health challenges. They offer crisis intervention, coping strategies, and both individual and group counselling sessions. Additionally, they liaise with other healthcare professionals, such as social workers, to ensure comprehensive care for families. (Indeed.com 2026).

The three main skills needed for a family support worker in the explanation from a (Uk care Guide 2026) include communication skills, empathy, and organisational skills. Communication is crucial for engaging with service users and other professionals ensuring that everyone needs are understood and addressed effectively. Whereas Empty allows you to connect on a deeper level with those you support helping them feel heard and understood. It also fosters trust and creates a supportive environment where everyone feels valued. Organisation skills on the other hand are about the ability to plan and manage our varied workload effectively, including maintaining accurate records and care plans for each service user.

In real life examples from this role communication might involve explaining a care plan clearly to both our service user and their family. In the study found in (Online Learning College, (2024) The National institute for health and care Research (NIHR) summarised a research article that found "that communication problems were the top of patient's concerns about hospital care". This proves that communication skill is highly important in any care sector role. By extension, empty might mean offering emotional support when a client is anxious, and organisation skills help keep track of appointments and medications. Without these skills care can become disorganised, less empathetic and communication might breakdown, leading to lower quality of care and stress for staff and clients.

The study in HR future says: "Be mindful of the choice Of words". In the same study Phil Strazzulla, Founder at Select software Reviews, "An empathetic leader or person knows and feels what words or actions may hurt a colleague. Being mindful of the words you choose to say no matter your intention will play a big role in demotivating and or encouraging your employees or colleagues". According to (skills for care,2026) effective Communication helps managers understand their team's needs and resolve conflicts, fostering mutual respect. Therefore, it is evident that communication skills play vital role in any job sector in a care home. With this foundation of strong communication in place, we can now turn our focus to the role of organisational skills in enhancing our team's effectiveness. Organisational culture in social care is vital for staff success. During staffing shortages, a support culture helps reduce burnout and retain employees. It fosters trust, making staff feel valued and empowered. Neglecting essential workplace skills can risk your job by reducing adaptability and teamwork. (SOCIAL CARE TODAY, 2026).

In essence, Organisational culture, communication and organisational skills together create a strong foundation for an effective practise in social care for our family support worker. These strategies were chosen because they directly support staff well-being, teamwork, and service quality. A positive culture keeps employees motivated communication ensures clarity and trust and organisational skills maintain structure during busy or challenging periods. When these elements work together staff feel valued empowered and able to deliver consistent person-centred care strengthening these skills not only that daily practise but also protects job performance helping workers remain confident adaptable and resilient within the demanding care environments.

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