



**Reflective Assessment of Job Development for a Support Worker in
the Adult Social Work Profession in England.**

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Program: BSc (Hons) Health and Social Care

Module Code: BMHP5015

Module Name: Changemakers: Building your personal Brand for
Sustainable Employment

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Assignment Due Date:19/12/2025

1. Introduction.

This report discusses my preparation to work in the UK as an Adult Social Care Support Worker. A Support Worker is someone who helps vulnerable individuals—such as older adults, people with learning disabilities, and those with mental health issues—to stay independent and live with dignity. To pursue this career, you must demonstrate not only technical skills but also transferable skills like communication, organization, resilience, and teamwork. (Skills for Care / NHS England / Skills for Health, 2025).

This paper is a report to assist me in identifying my strengths and development needs using a self-assessment, comparing those that are required of an actual piece of work and subsequent action plan. Insights are grounded in academic literature, UK government recommendations, and reflective learning from modules on personal identity, global citizenship, opportunity development, and wellbeing. (Department of Health & Social Care, 2025).

Additionally, it recognizes that I am not the same person I used to be through new experiences and training, and professional awareness. Through careful analysis of my own assessments and those in the sector, I can improve. It is essential, particularly in adult social care, where the complexity of service users' needs requires ongoing learning. It also requires flexibility and ethical decision-making. (Care Quality Commission 2022).

2. Self-Assessment of Employability Skills.

I have carried out a self-assessment to ascertain my current suitability for the role of a Support Worker. The self-assessment was very detailed and covered areas like communication skills, working with others, organization, professionalism, and working with diverse cultures. This made me aware of what I am confident about and what I need to work on (NCFE CACHE, 2023).

SELF-ASSESSMENT OF EMPLOYABILITY SKILLS

SKILL	NO EXPERIENCE	MODERATE	HIGH
Communication			✓
Teamwork		✓	
Organisation			
Professionalism			
Cultural competence		✓	

My self-assessment showed that I have good communication skills. It's important to build trust and rapport with users of services, respond to emotional needs appropriately, and work with colleagues. I also noted many gaps. Lack of UK-based care experience. Lack of digital documentation skills. Inefficiency at times to be assertive. Knowing where I am lacking helps me to take action to improve my confidence and competence (Department of Health & Social Care/NHSE/Skills for Care, 2025).

Through this reflection, I also learn that self-awareness is an important employability skill. When I can acknowledge strengths and weaknesses, I attempt to develop certain things systematically, rather than randomly leaving them to develop. The use of reflective practice deepens learning and prepares us for the workplace (NCFE CACHE, 2023). ✓

2.1 Communication Skills.

My strongest skill is communication. I pay close attention when someone is sharing their thoughts with me, and I communicate clearly and modify my communication style depending on who I am interacting with. Good communication supports people who can often feel anxious, dependent, or vulnerable. Workers in adult social care will often support people at a particularly challenging time in their lives (NICE, 2023).

But, I think I might lack confidence and speech courage at the workplace, particularly with the senior staff. Not being assertive may be difficult when trying to speak out on behalf of service users or raise safeguarding issues. By enhancing this area, I will build my professional presence and provide the necessary skills when situations become challenging (NHS Digital / Information Commissioner's Office, 2025).

I also understand that body language, eye contact, and tone can be important when working with a service user who may not express themselves verbally. If you are aware of your body language and curb unconscious reactions, it can also help you gain trust (Lifeways, n.d.).

2.2 Teamwork and Collaboration.

The evaluation revealed that my teamwork is another key strength of mine. I like to help out my colleagues, share the load, and work together. Adult social care relies on different professionals working together. Nurses, support workers, social workers, and occupational therapists help provide safe and high-quality care when they work together (Care Quality Commission, 2022).

I also realized that I need more experience working in teams during busy shifts in care, where teamwork, communication, and backup are needed. Gaining some practical exposure can give me a better insight into teamwork in real care environments (Skills for Care / NHS England / Skills for Health, 2025).

Working with others, but that skills also involve conflict resolution and negotiation skills. I want to grow these through volunteering in teams or simulations, as navigating differences well can improve the service and facilities in the workplace (CV Library, 2025).

2.3 Organizing Yourself and Managing Time.

My self-assessment stated that I am dependable, timely, and capable of controlling my responsibilities. When activities such as medication prompts, personal care, and documentation must be done on time, good organization helps to ensure that care is delivered safely (NCFE CACHE 2023).

I sometimes feel stressed in dealing with too many responsibilities at one point. If I learn clearer prioritisation strategies to distinguish between urgent and important, I would be able to manage the pressure during tough shifts better (Department of Health & Social Care / NHSE / Skills for Care, 2025).

Social care workers must not only handle tasks in a specific order on a daily basis. However, they also need to manage resources, ensure the correct documentation is done, and adhere to relevant care plans.

To enhance the safety of service users and the compliance with legislation and other regulations (NHS Digital / Information Commissioner's Office, 2025).

2.4 Confidentiality and Professional Behavior Integrity.

People rated me highly on professionalism and integrity. In adult social care, it is expected that confidentiality will be maintained, boundaries respected, and honesty demonstrated. (Care Quality Commission, 2022). I understand the seriousness of these roles and that they are essential for user protection, trust, and ethical practice.

The strength fits in well with both what employers and sectors expect, and also the values set out in the 2014 Care Act in terms of dignity, respect, and person-centred support (DHSC, 2025). I realize that being on time and taking responsibility for one's actions, and staying calm in crises, are also professional behaviours.

2.5 Cultural Sensitivity and Equality.

The evaluation demonstrated excellent cultural awareness, which is an essential skill in a sector with over 20 percent of colleagues and clients from a different background (CV Library 2025). I deeply believe in equal access for everyone, regardless of our life paths. This helps us build good relationships and offer culturally appropriate care.

To build on this, I would like to gain a deeper understanding of what UK equality legislation does to protect service users from discrimination and to ensure they are treated fairly in respect of all protected characteristics. (Lifeways , n.d.).

Frameworks to illustrate skill application.

- The STAR Model can be used to demonstrate one's skills in practice, such as conflict resolution or care planning.

- Kolb's Learning Cycle explains how hands-on experience can help to develop skills.

3. Paid Social Care Support Worker for Adults job description.

I have chosen a real Support Worker job vacancy in a UK care organization to understand employer expectations. (Lifeways, n.d.).

Support Worker

Adult Social Care

We are seeking a compassionate and dedicated Support Worker to join our team and provide high-quality care to vulnerable adults.

Responsibilities

- Assisting with personal care
- Supporting mobility and physical health
- Administering or prompting medication
- Preparing meals and maintaining hygiene
- Encouraging independence
- Providing emotional support
- Accurate record-keeping
- Following safeguarding protocols
- Working collaboratively with professionals and families

Apply Now

The support worker assists vulnerable individuals to carry out activities of daily living and emotional and social participation to promote independence. Typical responsibilities include.

- Assisting with personal care.
- Helping people move and stay healthy.
- Administering or prompting medication.
- Food preparation and hygiene maintenance.
- Encouraging independence.
- Providing emotional support.
- Accurate record-keeping.

- Following safeguarding protocols.
- Working together with professionals and families

Support Workers Help Adults Live Safely, Comfortably, And With Dignity. That's the Use Full Support Workers' job. I find this job appealing because it gives me the ability to help others and make a difference. How I relate to it. The combination of providing practical problem-solving support as well as emotional interactive support, and the ethical responsibility falls within my value set and my personal strengths (NICE, 2023).

Moreover, the profession requires flexibility, patience, and a proactive attitude towards problem-solving, as the demands of service users can change rapidly (Skills for Care / NHS England / Skills for Health, 2025). By appreciating the dynamic nature of the role, we realise the importance of ongoing professional development (Department of Health & Social Care / NHSE / Skills for Care, 2025).

4. Person Specification – Skills, Knowledge & Behaviours.

I read the person specification in the job advert to find out what the employer wanted. (CV Library, 2025)

4. Person Specification – Skills, Knowledge & Behaviours

I analysed the person specification included in the job advert to understand employer expectations.

4.1 Knowledge Requirements

Employers expect applicants to demonstrate knowledge of:

- Safeguarding Adults
- Mental Capacity Act 2005 principles
- Confidentiality and data protection (GDPR)
- Health and safety principles
- Understanding of person-centred care

Safeguarding knowledge is particularly important, as Support Workers must recognise and report

Reflective insights.

The experience was about a client getting distressed during personal care, which I'll reflect on using Gibbs' reflective cycle. At first, I dealt with the situation poorly, but I learned to use active

listening and calming words. As per Maslow's Hierarchy, an area was managing stress and building confidence in difficult situations.

4.1 Knowledge Requirements.

Employers expect applicants to demonstrate knowledge of.

- Safeguarding Adults.
- Principles of the Mental Capacity Act 2006.
- Keeping sensitive information safe from unauthorized parties and preventing cybercrime.
- Health and safety principles.
- Understanding of person-centred care.

Support Workers must understand the importance of safeguarding and be able to report indications of neglect, abuse, and exploitation (Department of Health and Social Care, 2025).

4.2 Skills Requirements.

The job advert lists essential skills such as.

- Strong communication.
- Relationship-building.
- Teamwork.
- Problem-solving.
- Ability to deal with stressful situations
- Accurate written records.
- Basic IT literacy.

These abilities guarantee the safe assistance of vulnerable adults by support workers while adhering to company processes.

4.3 Personal Qualities.

Employers also underscore important personal traits, including.

- Patience.
- Empathy.
- Trustworthiness.
- Reliability.
- Compassion.
- Emotional resilience.

The qualities held by a Support Worker will influence how well they support a service user's wellbeing, independence, and dignity (Lifeways, n.d.).

4.4 Values.

The necessary values mirror the Care Act 2014 and Skills for Care.

- Respect.
- Dignity.
- Equality.
- Empowerment.
- Inclusion.
- Person-centred practice.

My personal values closely match these requirements, which indicates I am a good fit for the role (Skills for Care / NHS England / Skills for Health, 2025).

Theoretical alignment.

- The CareerEDGE Model stresses the significance of personal development.
- Social Capital Theory states that networking is an approach that helps boost professional visibility or access to opportunities.

5. Comparison of My Skills vs Job Requirements.

I compared my self-assessment results against the job specification (CV Library, 2025) to assess my readiness.

My Skills	Job Requirements	Match?
Empathy	Essential	✓
Reliability	Essential	✓
UK Care Experience	Essential	X

Strengths aligned with the role.

From the comparison, my strongest areas include.

- Empathy and emotional awareness.
- Respect for diversity.
- Reliability and professional behaviour.
- Strong communication.
- Teamwork skills.
- Willingness to learn.
- Motivation to support others.

I am suitable for roles that require compassion, dignity, and a sensitivity for other people.
(Lifeways, n.d.).

5.2 Identified Skills Gaps.

The main gaps include.

- Not having care experience in the UK.
- Little knowledge of safeguarding protocols.
- There should be training for digital care documentation.

- Improving assertiveness.
- You can have confidence in handling complex behaviours.

These gaps are achievable and can be addressed through the structure of training, working experience, and continuing professional development (Department of Health & Social Care / NHSE / Skills for Care, 2025).

6. Action Plan to Close Skills Gaps.

I made a SMART action plan to develop the skills I need to become a Support Worker (Skills for Care/ NHS England/ Skills for Health, 2025).

Goal	Action	Timeframe	Evidence of completion
Gain care experience	Apply for volunteering or care assistant roles	3 months	Placement confirmation
Improve safeguarding knowledge	Complete Safeguarding Adults Level 1 & 2	2 months	Certificates
Improve digital documentation	Learn electronic care systems	3 months	Training record

Key actions include.

1. Complete the Care Certificate (Skills for Care / NHS England / Skills for Health, 2025).
2. Complete Safeguarding Adults Level 1 and 2 training (Department of Health & Social Care, 2025).
3. Improve digital documentation skills (Department of Health & Social Care / NHSE / Skills for Care, 2025).
4. Work in a UK care environment for experience.
5. Build assertiveness and communication confidence (CV Library, 2025).
6. Make yourself strong and learn to manage stress

Figure 1. Gantt Chart Showing the Timeline for Completing My Skills Development Action Plan

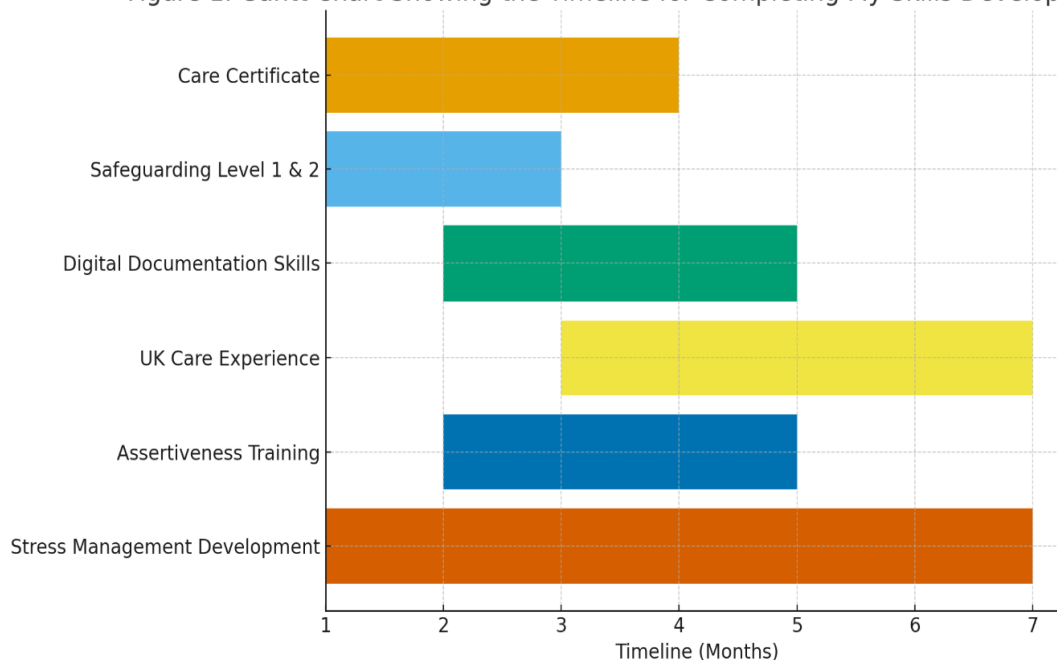


Figure 1, shown above, is a **Gantt chart** that visualizes the timeline for finalizing my Skills Development Action.

By applying this strategy, you will not only eliminate current gaps but also promote lifelong learning and adaptability, which are required in adult social care (NCFE CACHE, 2023).

Theoretical support.

- All Goals Are Specific, Measurable, Achievable, Relevant, Time-bound. SMART Goals
- Bandura's Self-Efficacy Theory is primarily concerned with developing confidence in my ability to achieve these outcomes through targeted effort.

7. Conclusion.

After writing this reflective report, I now have better insight into the skills, knowledge, and values that are needed as a Support Worker in Adult Social Care. Through self-reflection, I understood

my strengths, like communication, empathy, teamwork, integrity, and cultural awareness. I also understood my development needs, which include knowledge of safeguarding, digital documentation skills, assertiveness, and UK-based care experience (NICE, 2023; Department of Health & Social Care, 2025).

The workforce in adult social care must be trained, dedicated, and resilient as they work with adults with care needs (CQC, 2022). When I carry out the actions set out in this report, I will improve my employability, increase my confidence, and be better placed to add value to the sector (Skills for Care / NHS England / Skills for Health, 2025).

In addition, the process showed the importance of the common goal. My employability is a work in progress, so I should regularly reconsider my action plan, evaluate my progress, and adjust it to ensure I remain contemporarily relevant to the sector (NCFE CACHE, 2023).

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