

**Professional Career Development in Health and
Social Care (LCHS 4009)
ASSIGNMENT 2**

Name of Student: senait woldetsadik

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Acknowledgement of AI use: I confirm that I have used AI to complete my work. I used chat gpt to rewrite my statements professionally and correct spellings.

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PROFESSIONAL PROFILE

Caring, reliable, and motivated Health and Social Care student with over 10 years of customer service experience at John Lewis & Partners. Experienced in supporting people from diverse backgrounds, communicating effectively, solving problems, and providing a high standard of service.

I also have voluntary experience in a local pharmacy, assisting with medication packing and customer support. I am passionate about helping others and developing a career

within health and social care. I am applying for the Care Support Worker role at Peabody to support individuals to live independently and maintain their dignity and wellbeing.

EDUCATION

University of Wales Trinity Saint David

Certificate in Health and Social Care

October 2025 – September 2026

- Developing knowledge of person-centred care, health and social care practice, and professional responsibilities.

IT Diploma – Ethiopia

- Developed digital skills, computer knowledge, and confidence using technology and information systems.

WORK EXPERIENCE

Customer Assistant – John Lewis & Partners

Over 10 years' experience | Currently working part-time

Key Responsibilities:

- Provide excellent customer service and support customers with product enquiries.
- Communicate effectively to understand and respond to customer needs.
- Prepare reports relating to stock replenishment and customer feedback.
- Handle cash accurately, complete till procedures, and support cash office processes.
- Work effectively as part of a team in a busy retail environment.
- Maintain a safe, organised store environment.
- Support health and safety procedures, including first aid assistance when required.

VOLUNTARY EXPERIENCE

Volunteer Assistant – Local Pharmacy

- Assisted pharmacy staff with packing medication orders under supervision.
- Supported customers and assisted with cashier duties.
- Maintained accuracy, confidentiality, and professionalism.
- Developed awareness of healthcare environments and the importance of responsibility when handling information.

KEY SKILLS

- Excellent communication and interpersonal skills.
- Caring, patient, and empathetic approach.
- Strong teamwork and organisation skills.
- Good attention to detail.
- Reliable, responsible, and punctual.
- Effective time management and problem-solving skills.
- IT skills and confidence using computer systems.
- Ability to maintain confidentiality and professionalism.
- Strong customer service skills.
- First Aid knowledge.

CERTIFICATES AND TRAINING

First Aid Certificate

IT Diploma – Ethiopia

Certificate in Health and Social Care – University of Wales Trinity Saint David

Currently studying

INTERESTS AND HOBBIES

- Gardening
- Learning about health and social care
- Supporting and helping others

CAREER OBJECTIVE

My aim is to continue developing my skills and knowledge within health and social care by gaining practical experience and further qualifications. I hope to progress towards a future career in midwifery, supporting women and families while providing compassionate, person-centred care.

REFERENCES

Available upon request.

Personal Statement Application for – Care Support Worker (Peabody)

I am a caring, reliable, and motivated individual with a strong desire to build a rewarding career within the health and social care sector. I am applying for the Care Support Worker position at Peabody because I have always wanted to help people and make a positive difference in their lives. Supporting individuals to maintain their independence, dignity, and wellbeing is something I am passionate about, and I believe my personal values, experience, and skills would allow me to make a valuable contribution to your team.

I am currently studying for a Certificate in Health and Social Care at the University of Wales Trinity Saint David, where I am developing my knowledge of person-centred care, health and social care practices, and the importance of supporting individuals with different needs. My studies have strengthened my understanding of professional responsibilities, communication, safeguarding, and providing respectful care. In addition, I hold an IT Diploma from Ethiopia, which has helped me develop confidence using technology, managing information, and completing digital tasks effectively. These skills are valuable in health and social care environments where accurate record keeping and communication are essential.

I have over 10 years of experience working as a Customer Assistant at John Lewis & Partners, where I have developed strong interpersonal and communication skills. In this role, I have supported customers from a variety of backgrounds, listened carefully to their needs, resolved problems, and provided a high standard of service. I have also

gained experience preparing reports, managing customer feedback, handling financial procedures, and working responsibly as part of a team. These experiences have helped me become organised, patient, professional, and able to remain calm in challenging situations.

Alongside my employment, I have gained voluntary experience in a local pharmacy, where I assisted with packing medication and supporting cashier duties. This experience increased my awareness of the importance of accuracy, confidentiality, and responsibility when working in a healthcare-related environment. It also strengthened my interest in progressing further within health and social care. I also hold a First Aid Certificate, which has developed my confidence in responding appropriately when support is needed.

My key strengths are that I am caring, compassionate, patient, and reliable. I pay close attention to detail and understand that every individual has unique needs and preferences. I am respectful towards others and believe that everyone deserves to be treated with dignity and kindness. I am also punctual, responsible, and committed to completing tasks to a high standard. These qualities are important for a Care Support Worker, where trust, consistency, and empathy are essential.

My long-term career aim is to continue developing my clinical knowledge and gain further qualifications within healthcare. I hope to progress towards a future career in midwifery, supporting women and families during important stages of their lives. I believe that working as a Care Support Worker at Peabody will provide valuable experience in person-centred support and help me develop the practical skills needed for my future career.

I would bring enthusiasm, dedication, and a genuine commitment to supporting others to the Care Support Worker role. My combination of customer service experience, healthcare-related volunteering, education, and personal qualities would allow me to provide compassionate and effective support to the women using Peabody's services.

Task 3: SWOT Analysis and Personal Development Plan (PDP)

Chosen Role: Care Support Worker – Peabody

a) SWOT Analysis

Strengths

I have several personal strengths that make me suitable for the Care Support Worker role. I am a caring, patient, and compassionate person who enjoys helping others and supporting their wellbeing. I have over 10 years of experience working as a Customer Assistant at John Lewis & Partners, where I developed strong communication, teamwork, and problem-solving skills. These skills are important in health and social care because effective communication helps build trust and positive relationships with individuals receiving support.

My voluntary experience in a local pharmacy has also helped me understand the importance of confidentiality, accuracy, and responsibility when working in a healthcare environment. I am reliable, punctual, and pay attention to detail, which are important qualities when providing safe and effective care. In addition, my First Aid Certificate and IT Diploma support my ability to respond appropriately in different situations and use technology effectively.

Weaknesses

One area I need to improve is that I have limited direct experience working as a professional Care Support Worker. Although I have transferable skills from customer service and pharmacy volunteering, I need to gain more practical experience in supporting individuals with personal care and healthcare needs.

I also need to continue developing my clinical knowledge and understanding of areas such as safeguarding, care planning, and professional healthcare procedures. Balancing my studies, employment, and personal development can also be challenging, so I need to maintain good organisation and time management.

Opportunities

The Care Support Worker role at Peabody provides an opportunity to gain valuable experience in person-centred care and supporting individuals to live independently. My Health and Social Care studies will allow me to develop my knowledge and improve my understanding of professional care practice.

I can also complete additional training courses, such as safeguarding and moving and handling, to improve my skills and increase my career opportunities. This role will support my long-term ambition of progressing into healthcare and eventually becoming a midwife.

Threats

Care work can sometimes be emotionally challenging because support workers may work with individuals experiencing difficult circumstances. I will need to develop resilience and use support from colleagues when necessary. Managing work, study, and personal commitments may also create pressure, so effective planning will be important. Additionally, progression within healthcare requires continuous learning and commitment.

b) Personal Development Plan (PDP)

Over the next two years, I will focus on developing my skills and preparing for progression within health and social care.

Goal 1: Gain practical care experience

My first goal is to gain experience as a Care Support Worker and develop confidence in providing person-centred support. I will achieve this by applying for care roles, attending workplace training, and learning from experienced healthcare professionals. I will monitor my progress through feedback from supervisors, workplace assessments, and personal reflection.

Goal 2: Develop my professional knowledge

My second goal is to successfully complete my Health and Social Care qualification and continue improving my understanding of healthcare practice. I will attend lectures, complete assignments, and undertake additional training such as safeguarding and infection control. I will evaluate my progress through academic results, lecturer feedback, and completed certificates.

Goal 3: Progress towards a career in midwifery

My third goal is to develop the knowledge and experience required for my future career in midwifery. I will gain healthcare experience, improve my clinical understanding, and research further education opportunities. I will monitor my development by reviewing my career goals, seeking advice from professionals, and reflecting on my learning.

Overall, my PDP will help me become a confident and skilled Care Support Worker while preparing me for future progression within the health and social care sector.

Task 4: Critical Reflection Using Gibbs' Reflective Cycle

Introduction

Reflection is an important part of developing academic and professional skills. For my LCHS4009 Component 1 assessment, I used Gibbs' Reflective Cycle (Gibbs, 1988) to reflect on my five-minute PowerPoint presentation. My presentation focused on the importance of teamwork within health and social care. This reflection considers my thoughts and feelings, what went well, the challenges I experienced, feedback from my lecturer, and the actions I will take to improve future presentations.

1. Description

For my LCHS4009 Component 1 assessment, I delivered a five-minute PowerPoint presentation to my class about the importance of teamwork within health and social care. I prepared PowerPoint slides to support the main points of my presentation and explain why teamwork is important in providing effective and person-centred care. I prepared the information before the assessment and organised my slides so that the presentation followed a clear structure.

The presentation had a strict five-minute time limit. Although I was able to cover the main points, I felt that the limited time prevented me from explaining some ideas in greater detail and providing more examples.

2. Feelings

Before the presentation, I felt very nervous. I was worried about speaking in front of my classmates and lecturer and whether I would be able to remember everything I wanted to say. I was also concerned about making mistakes and managing the five-minute time limit.

Once I started speaking, however, I became more comfortable and my nervousness reduced. I felt more confident as I continued explaining my topic. During the presentation, I was able to focus on my subject and communicate the main ideas. After

finishing, I felt relieved and pleased that I had completed the presentation successfully despite feeling very nervous beforehand.

3. Evaluation

Overall, I believe my presentation went well. I was able to communicate the main message about the importance of teamwork in health and social care. My PowerPoint slides helped me organise my ideas and supported what I was saying. I also managed to continue with my presentation even though I was nervous at the beginning.

However, there were areas that could have been improved. The five-minute time limit meant that I could not explain all my points in as much detail as I wanted. I could have included more examples to demonstrate the importance of teamwork. My nervousness before the presentation also affected my confidence.

The verbal feedback from my lecturer helped me recognise the importance of continuing to develop my presentation skills, particularly confidence, preparation, and delivering information effectively within a limited timeframe.

4. Analysis

This experience helped me understand that preparation is important for reducing anxiety and improving presentation performance. Although I prepared my PowerPoint, I could have practised speaking more times before the assessment. Practising would have helped me become more familiar with my content and manage the five-minute limit more effectively.

The experience also helped me understand the importance of teamwork in health and social care. Healthcare professionals need to communicate clearly and work together to provide safe and effective care. Good teamwork can help professionals share information, solve problems, and support the needs of individuals.

My nervousness also showed me that confidence is an area I need to develop. However, I learned that feeling nervous does not mean that I cannot perform well. Once I started speaking, I became more comfortable and was able to deliver my presentation.

5. Conclusion

Overall, the presentation was a valuable learning experience. I successfully completed the assessment and improved my confidence in speaking in front of others. I also

recognised that I need to improve my preparation, time management, and presentation confidence. The experience has helped me identify skills that will be important for my future studies and career in health and social care.

6. Action Plan

For future presentations, I will begin preparing earlier and practise my presentation several times before the assessment. I will use a timer during practice to ensure that I can cover the most important information within the required time. I will also practise speaking clearly and confidently and work on maintaining eye contact with my audience.

I will use feedback from my lecturers to identify areas for improvement and reflect on my performance after each presentation. By developing these skills, I hope to become more confident when communicating with others. These skills will also benefit me in my future career as a Care Support Worker and support my long-term ambition of progressing into healthcare and midwifery.

Reference:

Gibbs, G. (1988) *Learning by Doing: A Guide to Teaching and Learning Methods*. Oxford: Oxford Polytechnic.

NHS England (2018) *Spoken communication and patient safety in the NHS*. Available at: <https://www.england.nhs.uk/publication/spoken-communication-and-patient-safety-in-the-nhs/> (Accessed: 17 August 2026).

NHS England (2023) *Improving patient safety culture: a practical guide*. Available at: <https://www.england.nhs.uk/long-read/improving-patient-safety-culture-a-practical-guide/> (Accessed: 17 August 2026).

Nursing and Midwifery Council (NMC) (2018) *The Code: Professional standards of practice and behaviour for nurses, midwives and nursing associates*. London: Nursing and Midwifery Council. Available at: <https://www.nmc.org.uk/standards/code/> (Accessed: 17 August 2026).

Peabody (2026) *Care Support Worker – Female*. Job advertisement. Available through Peabody recruitment information (Accessed: 17 August 2026).

Care Support Worker - Female

 peabodygroup/TP/29520/1302

> Number of Positions:	1	> Closing Date:	19/08/2026
> Contract Type:	Permanent Full Time	> Vacancy Category:	Adult Social Care
> Contract Details:	Monday to Sunday - 5 days out of 7 - 24/7 Shared Rota - Sleep Ins	> Service Area:	C & S Commissioned Contracts
> Salary:	£26,228	> Directorate:	Care & Support, Inclusion & Communities
> Working Hours:	37.5		
> Location:	Chelmsford		