

Programme name: Certificate of Higher Education Skills for the Workplace (Health and Social Care)

Title: Personal Development Portfolio: A Healthcare Assistant's Journey to Professional Competence

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Introduction

In any hospital, hospital Assistants play an important role in supporting patients. This action plan includes such competencies as caring, communication, and attention to detail as the key competencies of this role and outlines the aspects of professional development (Jones, 2018). With the growing complexity of healthcare systems, multisided people with skill diversity would be required, and this action plan attempts to consider how my skills relate to the nature of the job. Quality treatment presupposes empathy and communication (Smith, 2020). I have to develop my medical equipment handling and mental health. Trained with specific attention and volunteering will be used to fill this gap in skills. Through these areas, I will be able to enhance my employability, as well as my patient care in the future.

Taks 1- Personal Action Plan

A Healthcare Assistant is a direct support to patients who assist patients with the daily process like dressing, bath, and eating. They are subjected to the supervision of doctors or nurses and can help in administering drugs, or some simple medical procedures. It is a position that demands excellent communication, emotional intelligence, and organizational ability and dedication to patient care. The Healthcare Assistant needs to be fully aware of the healthcare setting keeping the patients safe and providing the most effective care and compassion.

Major Skills Necessary and My Meets to Them

Compassionate Care

A healthcare assistant should be caring and empathetic so that the patients feel safe and loved. This is an essential skill particularly in the healthcare sector where patients might be vulnerable. In my opinion, I fulfill this criterion as I volunteered in one of the local charities where I had to collaborate with individuals in challenging conditions. Such experiences have improved my capacity to deliver care with compassion, tolerance and empathy that I can apply to this position.

Communication Skills

The healthcare assistant role requires effective communication since the role requires comprehensible interaction with patients, their families and medical teams. I have gained effective communication skills in academic and during my work in the customer service positions of different types. I feel at ease in explaining to patients the nature of the procedures, listening to patients and working with the healthcare team in ensuring that patients receive the best in a caretaking scenario. These are essential competencies when offering correct and sensitive care within a hectic healthcare setting.

Attention to Detail

Healthcare assistants should be very keen to detail so that the patients get quality care and the medical instructions are followed correctly. I fulfill this need by incorporating it into my scholarly studies, I constantly had to work on assignments where I needed to be keen in my work and the quality of my research. My work with patients is also closely monitored in terms of paying attention to their needs and any alterations in their condition that make all activities performed to the top grade.

Physical Strength and Endurance

To handle the patients in terms of movement and mobility, this role entails physical endurance, as well as being able to spend hours on your feet. In order to satisfy these needs, I keep myself physically active like swimming, and hiking as this allows me to develop and preserve the physical stamina required. I believe I can cope with the physical things about the job, and I still ensure that I remain active to maintain my efficiency in carrying out my duties.

Identifying Skill Gaps and How to Address Them

Skill Gap	Gap Description	Action Plan
Handling Medical Equipment	Low experience with medical equipment and devices.	I will consider taking an introductory course in healthcare which will involve medical equipment handling training and I will seek practical training during the placement.

Mental health support Experience	Limited knowledge and experience of responding to mental health crisis.	I will also take mental health first aid training sessions and also actively strive to volunteer in organizations that offer me an opportunity to serve patients needing mental care.
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Interview Questions and Answers

Question	Answer	Why This Is Important
Why is your reason and why?	I want to make a meaningful impact on the lives of patients who would need my help and caring during difficult situations.	This job will enable me to work in a team that enhances the welfare of other people.
What is your reaction to stressful or challenging events?	I do not get stressed and set priorities according to the urgency of situations. I maintain good feelings, set tasks in small steps and effectively communicate with other employees so that we can do everything.	Encountering breaks and soliciting assistance where the necessity arises also assist me in staying all along. This proves my stress management skill, which is crucial in a medical profession, where the needs of patients are usually time-sensitive.
Are there any examples of the time when you worked in a team?	My volunteer experience in one of the charity events enabled me to work in a team of organizing the logistics, serving the guests, and solving any urgent matter. We interacted freely and offered support to one another thus making the event smooth	Team work is very crucial in healthcare and this case demonstrates that I can work well with other members during the time of crisis.

Task 2 – Academic Report on a Key Skill

Importance of Verbal Communication

Healthcare Assistants use verbal communication as one of their key competencies; they have to be able to clarify the medical conditions, medicine, and treatment to patients in an understandable and logical way. Verbal communication also contributes to effective presentation of key health details to the other healthcare workers to enable proper coordination of care.

Smith (2020) indicates that the Healthcare Assistants should use simple language without using jargon as this would make sure that the patients understand their care needs fully and hence improve patient outcomes and compliance to treatments.

Non-Verbal Communication

Patient care largely depends on non-verbal communication (facial expression, body language, and the tone of voice). Healthcare Assistants should also be aware of body language since it may affect the way patients feel about care. Allen (2017) states that non-verbal communication is a key element of developing trust and offering comfort to a patient, particularly in sensitive cases. An approachable smile, maintaining a proper level of eye contact and an open position can contribute to the feeling of safety and warmth.

Building Trust and Rapport

The development of trust and rapport with the patients is an essential element of communication in the healthcare sector. Brown et al. (2019) state that patients that have faith in their Healthcare Assistants tend to participate more in their care plans and openly address their concerns to receive more efficient care. A Healthcare Assistant may encourage such trust by listening to patients, empathizing, and attending to their both emotional and physical needs.

Communication will assist the Healthcare Assistants to comprehend the concerns of the patients granting them a chance of fulfilling the needs and establishing good relationships with patients.

Healthcare Teamwork

Communication efficiently is not only necessary when one is interacting with patients, and it is also needed within the healthcare teams. GA has to communicate effectively with nurses, doctors, and other healthcare professionals to enable the delivery of the comprehensive care. Williams and Johnson (2020) emphasize team communication as an essential factor because

effective communication in a team minimizes the number of mistakes and improves patient care.

Learning Communication Skills

Healthcare Assistants must be allowed to practice lifelong learning in order to enhance their communication skills. The best method of improving communication skills in practical aspects is attending workshops, getting the opinions of fellow workers and listening to others. According to Jones (2018), Healthcare Assistants attending communication training on a regular basis are in a better position to get to know their patients better, comprehend their needs, and deliver better services. Besides, the acquisition of such skills by using experience and training will guarantee that Healthcare Assistants will be able to adapt the way of communication to address the individual requirements of every patient to enhance the overall quality of the treatment.

Task 3 – Reflective Report Using the ERA Model

Section	Details
Experience	In my Component 1 presentation, I had a responsibility of passing a presentation on a healthcare-related subject. Patient care and the role of healthcare assistants were to be discussed in the presentation and it needed to be researched and presented on an engaging slide deck. I was required to speak on a given time constraint and I was very excited doing so but feared addressing my fellow students and tutor. I was confident during the presentation, but I lost track slightly in the middle part and this influenced the way I was delivering the presentation. Nonetheless, I was able to focus and completed within time limits. The comments I got out of my tutor were mostly favorable about the organization of my presentation but I was criticized that I could enhance my oral communication eagerness towards the audience. They proposed that I should practice on how to pace and use body language to connect to the audience more.
Reflection	Looking back, I realized that I was anxious and that affected my presentation skills, as I was not confident enough to present. Jones (2018) states that one of

	the common challenges of many people is public speaking, especially when it is a bigger audience. The nerves that I experienced prompted me to hurry over some important points resulting in the audience being unable to get the information completely as I did. My body language was also not very active and this made it difficult to sustain the attention of the audience. Although my content was research based, I have learned that presentation does not only consist of the information, but also in the way the information is conveyed. Brown et al. (2019) emphasize that the process of communication presupposes both the verbal and non-verbal aspects, and I realized that I could evaluate my speech better by having increased eye contact, pauses, and adjusting the pace. The insufficiency of the involvement using the body language was particularly noticeable when I was looking at my notes too many times.
Action	To make it better, I am going to use these strategies. To begin with, I will practice anxiety control by learning some relaxation skills like deep breathing exercises, this will assist me in settling down during and before the presentation. Also, Williams and Johnson (2020) recommend extensive rehearsal as the basis of calming down nerves and gaining confidence. I would also ensure that I rehearse my presentations at least thrice, in front of the mirror and with my peers, to be comfortable with what I should deliver and terrestrial with it. I also intend to pay more attention to my body position to become able to maintain eye contact or use hand signals to emphasize the most important positions, which will make my performance look more lifelike and appealing. In order to overcome my pacing problems, I will utilize a timer on rehearsals in order to note that I am not going to hurry up to complete any section of the presentation and keep a consistent pace. Finally, I will also think about taking some workshops on public speaking so as to further perfect it.

Conclusion

To conclude, this ERA model reflective report has indicated the significance of effective communication and self-growth in delivering a speech in the public. Through reflection on my presentation experience, I have been able to outline some areas that I can improve upon, such

as how I deal with the anxiety, how I present myself in my body language, and how I use pacing. By practice, feedback, and professional growth, I will strive to point out these areas to improve in presentations in the future. Not only will these improvements enhance my confidence but they will also make me successful both at school and at work.

References (Harvard Style)

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