

# **CERTIFICATE HIGHER EDUCATION SKILL FOR THE WORKPLACE**

## **HEALTH AND SOCIAL CARE**

**MODULE NUMBER; BMSW4005**

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## **PROFESSIONAL CAREER DEVELOPMENT REPORT AND ROLE PLAY**

### **INTRODUCTION**

The report will be focused on reflection of my professional career development planning strategy using the Gibbs' reflective cycle. The report would show in details how I have implemented and practice essential employability skills that are required in most jobs and in demand by employers.

The reflection model would enable me to effectively evaluate incidents and experience that are beneficial to my learning process and it would ensure that the lessons or knowledge gotten from the experience are used in the future. Also, I would use the model to reflect on the role play that was carried out in class in order to provide details about the progress made during the lesson and areas that require improvement based on the recommendations made by the lecturer. Reflective analysis is a powerful tool that enables the users to make informed and educated decision based on past experiences and be more efficient in the present and future reoccurrence of the problem. Therefore, this report would serve as a reflection based on my employability skills that have been applied to my current profession and analyze areas that would require improvement in order to be professionally competent for prospective jobs.

## PERSONAL REFLECTION ON THE ROLE/ RECRUITMENT AND SELECTION

In the role play exercise between the interviewer and interviewee, the goal was to fulfill a course requirement on professional career development while assessing the suitability of participants for the job role (support worker as health and social care). While playing as the interviewer, I employed the use of open-ended questions (Wellar, 2018) and not being an expert, I was nervous at first but adapted and built my confidence along the line. The goal was to understand why the interviewee made that career choice and what she intends to add to the organization /home. In cases where the interviewee's responses were unclear, I paraphrased them to her hearing to ensure that I understood her properly. I'd like to believe that my performance was a bit more than average. Although I feel I gave it my best shot, I still believe that there is room for improvement.

One of the questions I asked was why she was choosing this career of care giving. By asking this, it led her to discuss previous unpleasant experiences of family and friends in some care giving homes and how she intends to make a difference to those in her care. The session turned out well although there are some questions I would have loved to ask during the assessment. But irrespective of that, I do believe that we discussed the major reason for this career choice. If given this opportunity soon, I do believe that I would handle it better and ask questions like strength, weaknesses and feelings towards taking or receiving orders from superiors and colleagues.

The roles were reversed, and I got to play the part of the interviewee. I believe I performed better in this scene as I had come in terms with playing a role. I was able to highlight my strength and suitability for the job role. I was asked about how I heard of the job to which I responded that it was from the National Health Service (NHS) online databases. And when given the opportunity to ask questions, I asked the interviewer what a typical weekday looks like, biggest challenges of this job as experienced in her organization and if overtime would be expected. I believe this shows I was prepared to know more about the company's culture and place me in a better position of being hired for the job. I also asked if I would be asked to relocate along the line to other branch subsequently to which the interviewer replied in the negative with the reason that some service receivers form a sort of emotional bond with their care givers and if care givers are being abruptly replaced, except in extreme cases, could be detrimental to their health.

## PERSONAL DEVELOPMENT PLANS

It is of utmost importance that a person creates a Personal Development Plan (PDP) if they want to achieve career success. Having a personal development plan is taking deliberate actions of turning one's dreams to realities. It is a documented plan that outlines a person's goals, strengths, weaknesses and the skills needed to improve in areas of weakness (Glassdoor, 2021). There are many benefits to having a personal development plan. One major benefit is that it can be used as tools to gather and document information about the competence of an employee and also to help the employee outline his plan for the future. That is, it can be used as an assessment tool (Beausaert, 2011).

In 1901, George T. Doran developed a set of mnemonics that can be used to outline a person's development plan that is, the SMART GOALS representing **S**pecific, **M**easurable, **A**chievable,

**Realistic and Timely goals** (Ogbeiwi, 2017). Using this outline, I have set goal of becoming a midwife in the next five years. I see this goal as achievable and on the path towards achieving this, I am making conscious efforts towards development. In previous times, I have had the opportunity of working in a care-giving home as a support worker and during this time, I learnt how to be empathetic towards the recipients of my service. Empathy is one key element of healthcare that is beneficial to both the patient and health workers. It is being able to put oneself in the shoes of another person and understand their feelings, experiences, concerns and perspectives along with the ability of expressing them (Atkasi, 2020). This skill is particularly helpful to caregivers as it prevents occupational burn outs, brings job satisfaction, understand other people's feelings and increasing one's sensitivity of helping others whether paid or unpaid.

In fostering good relationships, it is also important that a person be self-aware because self-awareness gives that person the power to influence certain outcomes. Self-awareness is the exploring of one's feelings, behaviors and thoughts (Stonehouse, 2015). Through constant interactions with people in everyday life, I have been able to know my capabilities, feelings, thoughts and likely actions in each situation. I also have better understanding of my strengths and areas where I thrive. Being self-aware can affect the level and quality of care a support worker is delivering. In self-awareness, we can recognize individuality amongst our colleagues and service users, avoiding discrimination, promoting equal opportunities and upholding equality. As this skill is very important, I have taken time towards developing self-awareness to enable me work with different service users having different beliefs and attitudes (Stonehouse, 2015).

The need for team collaboration cannot be over emphasized in any system especially in a complex one as health. For the service receiver's safety and minimizing adverse effects caused by miscommunication and misunderstanding of roles and responsibilities, effective teamwork is essential (Babiker et al., 2014).

### Self-evaluation

The most likely to succeed to person is the one that knows the extent of their strengths and weaknesses. In evaluating my strengths, I used the SWOT analysis technique. My strength, as I have discovered is resilience. Resilience calls on the mental reservoir of strength of a person to carry them through in moments of depression and without such a person falling apart. This is however not a day's job but is a process that transforms and requires growing through and from it (Cohut, 2021).

There were times where I was in certain situations because I trusted too much. To Evans and van de Caseyde (2017), trust is an expectancy held by an individual or group that the word, promise, verbal or written statement of another person can be relied upon. I have learnt over time that this can easily become a problem especially when you don't know the person very well. It took me a while to discover this because to me, trust is supposedly a good thing until my trust was more than once, taken advantage of. I try to be skeptical of those I interact with to avoid placing my trust in the wrong person.

In discovering opportunities available to me, the social media has been helpful as it presents one with several options and being able to network, that is, making new acquaintances is another vital skill one must learn. People learn of opportunities from other persons. Being able to network improves professional recognition, opens new opportunities, reviews qualifications and abilities (Indeed, 2022). I intend to explore this tool by learning and exploring these opportunities for development.

Having recognized my strengths, weaknesses and opportunities, I am also aware that refusing to learn newer things can be a threat to career and personal development plan.

## SYSTEMATIC APPROACH TO SKILL DEVELOPMENT

A systemic approach to skill development begins with understanding one's aims and objectives for development. With this being already done, I have been able to assess the gap between my desired skills and my capabilities.

In dealing with an over-trusting nature, it will be vital to learn how to make accurate judgment of people by obtaining information about the people around me. I intend to examine their personality within a 50-minutes or 3-hours interaction with these persons (Letzring, 2008). The second intent will be to see if those around are being sincere or only pretending. Although this may not be so easy to achieve, I believe that people unknowingly divulge true aspects of themselves no matter what effort they put into masking the very ugly parts of their character.

To broaden my social and professional network, I intend to follow the Johari's Window that gives practical information on improving interpersonal communications. There are four quadrants with the first being the open area/open self that represents what is known by a person about himself and also known to others. The second quadrant is the blind area that refers to what is unknown by the person about himself but known to others. The hidden area is the third quadrant and it refers to what is known by the person about himself but unknown to others. The fourth quadrant, unknown area, refers to what is unknown by a person about himself and is also unknown to others (Garagna, 2003). For better networking skills, I intend to broaden the open area by actively listening to ways I can increase productivity. I would also disclose bits of information about myself with the aim of reducing the hidden area. To cause the unknown area to shrink, I'll be flexible. I'll also make contributions when having conversation instead of just being the listener all the time. I believe that by doing these, my communication skills will be better honed; mistrust, confusion and misunderstandings will be reduced as well as a better teamwork.

## CONCLUSION/RECOMMENDATION

Personal development plans are very important to both personal and professional growth. They help a person to be proactive in the realization of their goals. Making these plans help a person to set short, mid and long-term goals. During this study, I have been able to outline my goals using the SMART GOAL mnemonics. In alignment with the goal of becoming a health care support worker, I have taken on caring jobs where I understood my charge's feelings, showing them care and offering them a little amount of relief. In being self-aware, I know my capabilities, feelings and thoughts and utilize them for the benefit of my charges and colleagues because self-awareness can affect the level of care being offered by a support worker. Overall, health workers should be in constant collaboration with one another to ensure that the service receivers are satisfied. I

analyzed my strengths, weaknesses and see the benefits of the Johari Window in constantly developing interpersonal relationships and fostering teamwork.

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## APPENDIX

### APPLICATIONFORM

Full name:

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E-mail:

.....

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Phone number (s):

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Mailing address:

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Age: .....

Sex: .....

Date of birth: .....

Social security: .....

Current certifications:

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Languages spoken: .....

## AVAILABILITY

Can you work weekdays? .....

Can you work weekday evenings? .....

Can you work weekends? .....

Can you work over holidays? .....

## EXPERIENCES

Have you had experience as a social or health support worker? .....

If yes describe your experience:

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Give an example of a leadership role you've exhibited if any:

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.....

List all professional organizations that you are affiliated with:

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## REFERENCES

Please provide two professional and one personal reference. Please do NOT use immediate family or relatives. All references will be checked.

### Professional reference (1)

Name: .....  
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Company: .....  
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Relationship: .....  
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Phone: .....  
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Email: .....  
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### Professional reference (2)

Name: .....  
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Company: .....  
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Relationship: .....  
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Phone: .....  
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Email: .....  
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Personal reference

Name: .....

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Relationship: .....

Phone: .....

E-mail:

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#### INTERVIEW QUESTIONS

Why do you want the support worker role?

What skills can you bring to this support worker role?

How do you evaluate a client's need?

Tell me about a challenging past experience. What did you do?

How do you continue to develop and grow in this challenging field?

Describe your process for monitoring a patient's need

Tell me about a time you worked as part of a team