

# Alicia PDP

*by* Alicia Blake

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**TITLE PAGE**

**Professional Development Portfolio**

Student name: Alicia Naomi Blake

Student Number: 2208796

Module Title: <sup>1</sup> Professional development within health and social care.

Module Code: LCHS4009-BIRM

Assignment Title: Professional development portfolio

Lecturer's Name: Robert Natowski

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## **INTRODUCTION**

In this assignment I will be outlining work on tasks 5. I will be demonstrating my knowledge and understanding of the following tasks. I will be writing a two-page CV outlining my work experience, education, knowledge, and skills. Applying for the job position by writing a cover letter including carrying out a job search. Follow by writing a Personal reflection using the Gibbs reflection cycle model. Writing a Professional Development Plan. I will also be writing a report and skills and attributes learned in this module that can be taken over to health and social care settings alongside my conclusion and credible references.

# **Task 1**

CV

Alicia Blake

[2208796@student.uwtsd.ac.uk](mailto:2208796@student.uwtsd.ac.uk)

## **PROFILE**

I am an experienced, dedicated, and conscientious care worker working with the Enablement Team at Birmingham City Council. I enjoy supporting people with dignity and kindness. My training and experience allow me to promote and encourage equality and diversity, ensuring that everyone's needs are met. I am an experienced support worker with an NVQ Level 3 in child health and adult social care, along with several years of hands-on experience working with families in need. I have a deep understanding of the people involved in care work and a full awareness of safeguarding practices and procedure that ensure the safety and well-being of the vulnerable individual under my care. strong knowledge of safeguarding procedures ensuring the safety and well-being of vulnerable individuals under my care.

## **EDUCATION & QUALIFICATIONS**

|                                                                                                                                                                        |             |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| University of Wales Trinity Saint David - Level 4 Certificate health social care                                                                                       | 2023        |
| Birmingham City Council - Refresher training, Hoist and safer people handling, Medication, First Aid, Safeguarding, Food hygiene, Nutrition and Hydration and Dementia | 2022-2023   |
| Birmingham City Council Work Base. City and guilds - Level 3 Diploma in Health and Social Care Level 3 Diploma in Health and Social Care                               | 2012-2013   |
| South and City College Hall Green - Level 3 Diploma children and young people                                                                                          | 2009-2010   |
| Walsall College - Level 2: English, Maths, and IT                                                                                                                      | 2005-2006   |
| Walsall College NVQ Level 2 Health and Social Care. NVQ Level 2                                                                                                        | 2005 - 2006 |

## WORK EXPERIENCE

### Aspiration Care January 2021 to Present

#### Community <sup>17</sup>Mental Health Support Worker

- <sup>6</sup>Providing day-to-day care and assistance to individuals living in the community.
- Ensuring care plans is collaboration with other healthcare professionals.
- Administering medication.
- Monitoring patients physical and mental health and accurate record keeping
- Supervising patients to ensure their safety and Performing risk assessments

### Birmingham City Council Health and Social Care September 2008 to Present

- Promoting enablement and assessing ongoing care and support needs.
- Promoting mental stimulation, good health, and general well-being and recommending available services to promote independence.
- Providing everyday personal care to service users in their own homes, focusing on independence, personal hygiene, good nutrition and hydration, medication compliance, clean and comfortable surroundings.
- Managing care logs and medical requirements; recording, reporting / giving feedback on progress, making appointments with district nurse, GP

**REFERENCES:** Available on request.

## **Task 2**

### **Cover letter and Job Advertisement**

## Family Support Worker

Birmingham Women's and Children's NHS Foundation Trust

The closing date is 14 August 2023

### Job summary

The post holder will work primarily on Ward 10 and as required on PICU with families that will be transferred to Ward 10. Families may be seen in outpatients as part of the support service.

To contribute to the assessment and to meet the social, emotional and practical needs, of children and their families with Neuroscience conditions, namely neurosurgery, neuro-rehabilitation, craniofacial and epilepsy.

The post holder will work closely with the Ward Sister and alongside the wider multi-disciplinary team in the Neurosciences and supporting disease specific charities. Interaction will be required with statutory agencies as required.

### Main duties of the job

The role of the Family Support Worker is a clinical, patient facing role,

For questions about the job, contact:

Ward Sister

Alia Mahmood

[alia.mahmood@nhs.net](mailto:alia.mahmood@nhs.net)

01213339092



Date posted

31 July 2023

79 Dawbery Road

Birmingham

B14 6RY

Email: [2208796@student.uwtsd.ac.uk](mailto:2208796@student.uwtsd.ac.uk)

Phone: 07399011513

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Birmingham Women's and Children NHS Foundation Trust

Birmingham Children's Hospital

Birmingham

B4 6NH

Date 26th July 2023

Dear Susan Frost,

I am writing to express my keen interest in the family support worker position at Birmingham

Women's and Children's NHS Foundation Trust, as advertised. I am excited about the opportunity to join your organisation. To contribute my skills and expertise to further the mission of providing exceptional care to families in need.

My qualifications, knowledge, and skills align perfectly with the requirements outlined in the job description. As an individual with an Essential level 3 diploma in child health and social care, along with several years of hands-on experience working with families in need, I have

developed a deep understanding of the complexities that may arise in various situations. Furthermore, my knowledge of safeguarding procedures has been instrumental in ensuring the safety and well-being of vulnerable people. I have a deep understanding of the involvement in care and fellow practices and procedures that ensure the safety and well-being of the vulnerable individual in my care.

Thank you for considering my application. I would be honoured to discuss my qualifications and experiences in more detail during an interview. Please find my resume attached for your review.

Yours Sincerely,

Alicia Blake

### **Task 3**

| Personal Development Plan |                              |                                            |                                                 |                                        |
|---------------------------|------------------------------|--------------------------------------------|-------------------------------------------------|----------------------------------------|
| Target                    | How will I achieve this?     | Why will this target benefit me?           | What will change when I achieved this?          | When do I want to meet this target by? |
|                           | by enrolling on the bachelor | I will be able to gain the relevant skills | When I achieve my qualification, this will open | I would like to achieve this           |

|                                                |                                     |                                                                                                                                 |                                                                                                                                                     |                                                       |
|------------------------------------------------|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| To complete my Bachelors of Science degree.    | course at UWTSD.                    | needed to pursue my career in the NHS.                                                                                          | plenty of doors for me. This will help me to build the confidence needed to get over my anxiety to do presentation skills.                          | target within two years.                              |
| Senior position or management role in the NHS. | Ongoing training and job searching. | This will give me a good insight and how to go about getting the job out to keep it and it will also help to benefit my family. | Doing this job will provide a wider insight into my career. With the ability to support the people I care for and to have a better quality of life. | I would like to achieve this target within two years. |

## **Task 4**

### **Personal reflection**

<sup>21</sup> In my reflection, I will be using the Gibbs reflection cycle to explain my thoughts and feelings. Description: Based on my SWOT analysis provided. In this assignment, I was given the opportunity to conduct a comprehensive SWOT analysis to assess my current professional situation. The analysis focused on identifying my strengths, weaknesses, opportunities, and threats. I elevated various aspects of my skills, attributes and extended factors that influence my career. According to Structural Learning (2023), <sup>11</sup> "The Gibbs reflective cycle consists of six distinct stages: Description, Feelings, Evaluation, Analysis, Conclusion, and Action Plan".

Feelings: While I was carrying out this SWOT analysis, I experienced a lot of emotion. Recognizing my strengths, such as excellent communication and empathy, made me feel confident about my abilities and the positive impact I have and my work environment. However, on the other hand when acknowledged my weakness, like my presentation skills and my anxiety it evokes a sense of vulnerability and despair for myself Improvement. According to Side Model.com (2023). "This analysis can also help teams and businesses to identify the external and internal factors that might affect future performance."

Evaluation of my analysis revealed the relevant insights into my professional development. It was reassuring to see my strengths show my attributes and values in the workplace, particular my communication skills and my ability to meet targets. However, my weakness has highlighted the areas where I need to invest effort in my personal growth and my professional development. according to LinkedIn.com (2023). "To measure and evaluate the impact and value of data analysis projects is to define your goals and metrics clearly."

**Analysis:** The SWOT analysis underscored the vital importance of continuous learning and development. As my lack of skills and professional growth limited my opportunities for my current job, knowledgeable challenge. This has prompted me to explore extended opportunities such as courses to improve my development, to give me the skills to pursue management role, to address these gaps.

**Conclusion:** The analysis emphasized the dynamic nature of my career journeys, while my strength provides a solid foundation. I recognized the necessity of improving upon my weakness to enhance my overall professional profile. The analysis also confirmed that replying solely to my current job for development is limiting, prompting me to actively seek out alternative avenues for learning and growth.

**Action Plan:** Based on my reflection, I am motivated to take up specific action to enrol on different courses to expand my ability and job prospect while working towards targeting my weaknesses such as presentation skills, managing my anxiety, to enhance my overall competency. I will put myself first exploring aspects of opportunities to ensure I meet my targets and achieve my goals. According to Science Direct (2005), this approach would promote effective strategies for conflict resolution in participatory environmental management." To ensure that I achieve my goals and meet all my targets, I will be included in a combination of focus, effort, and well-thought-out planning. Investigating management roles, networking,

connecting with mentors and professionals who can offer guidance on managing my anxiety and navigating career transitions.

Future Reflection: As I proceed with these actions in my SWOT analysis for future reflection, to gain a clearer understanding of my current situation. I was able to reveal a growing sense of achievement as I overcame my weaknesses and navigated challenges and capitalised on my opportunities. Ultimately, learning to have a more fulfilling professional life.

## **Task 5**

### **Skills Required to Work Effectively in Health and Social Care sector**

**1**

#### **Introduction**

In this report I will be demonstrating my understanding of some of the skills and attributes that I learned on this course that I will be able to use effectively in the health and social care sector. My skills are as follows: communication. Empathy, and problem solving. I will also be looking at two of my main weaknesses and try to find ways of working on them. Alongside two attributes that help me to take a deeper look at my professional development, career, and personal life.

#### **Communication**

Excellent communication skills are particularly important attributes to carry into <sup>23</sup>Health and Social Care. It is important for care workers to have the knowledge and ability to provide effective service. To show understanding and empathy to people in need, being able to listen

and relate to the individuals in your care, to support the people I support, to ensure all their needs are met. This is essential for the delivery of care that could have a direct or indirect impact on the service provided. According to Warden University (2023),<sup>14</sup> "Effective communication is an essential skill for achieving success in all areas of life," A good communicator needs to be clear, open, and honest and be able to demonstrate active listening skills and a friendly manner to avoid misunderstanding when delivering and sharing information. Communication should be clear and precise. It can be face to face, taking messages, sending, or receiving emails or taking notes, and keeping and updating communications records. There are times when the service user that you support is not able or can speak for themselves. In this case,<sup>22</sup> it is important to communicate with the family to ensure that the individual's needs are met. Regarding medication, changes in health and other well-being issues.

## **Presentation Skills**

Public speaking can be a struggle. It can be extremely difficult to give a presentation when someone is suffering from anxiety. The SWOT analysis helped to pinpoint this weakness and how to work to achieve a sense of calmness. By signing up to an organization which helps to support stress and anxiety or online courses to help to manage stress when giving a presentation. The key is to find out what suits your situation. Some of the most effective ways to manage anxiety when given a presentation is time management. When you allow yourself extra room and time for error, plan by using a calendar, diary, and keeping a daily planner and practice with friends or family, also recording to ensure that your presentation is done in a timely manner. Complete online activities, watch videos and read books to manage stress.

## **Concepts**

The SWOT Analysis concept has proven to be remarkably successful in examining your professional and personal development goals. SWOT analysis helps to look at your<sup>2</sup> strengths, weaknesses, opportunities, and threats and to understand the importance of learning and development etc., problem solving and critical thinking. While continuous with my professional growth. To explore and extend my potential opportunities for management roles. According to<sup>3</sup> Business News Daily, (2023) "The primary objective of a SWOT analysis is to help

organizations develop a full awareness of all the factors involved in making a business decision”.

The second concept that was proven to be particularly useful was the Gibbs reflection cycle. The concepts allowed students to take a closer look at the course module and to reflect on how it made them feel and what they would like to move forward with. According to the University of Edinburgh (2023), “Gibbs' Reflective Cycle was developed by Graham Gibbs in 1988 to give structure to learning from experiences”. This model is incredible because it encourages us to focus more on our feelings and our experiences, to reflect and put thoughts into action and make plans.

## **Conclusion**

In this module I have used SWATS analysis and Gibbs reflection cycle concepts to examine my professional development and carry out a reflection on my development. In conclusion, I was giving myself the opportunity to investigate my professional development through this SWOT analysis and it enabled me to organize my skills to gain an understanding of my internal and external strengths and weaknesses. I was able to bring attention to my opportunities and threats. This has allowed me to improve my ability to examine my skills and move forward to get the training required for my professional development. I was able to identify my strengths, weaknesses, and threats and move forward to the opportunities ahead. This has allowed me to stay relevant, adaptable, and competitive in my career journey.

## REFERENCE

NHS job (2023) <https://www.jobs.nhs.uk/candidate/jobadvert/C9284-23-0141?keyword=family%20support%20worker&location=Birmingham&distance=5&skipPhraseSuggester=true&language=en> (Accessed date 1<sup>st</sup> August 2023)

<sup>7</sup> Structural learning (2023) <https://www.structural-learning.com/post/gibbs-reflective-cycle#:~:text=The%20Gibbs%20reflective%20cycle%20consists,incite%20deep%20and%20critical%20reflection>. (Accessed date 2nd August 2023)

Side Model.com (2023) <sup>2</sup> <https://slidemodel.com/personal-swot-analysis-quick-guide/> (Accessed date 4<sup>th</sup> August 2023)

Linkin.com (2023) <sup>4</sup> <https://www.linkedin.com/advice/0/how-do-you-measure-evaluate-impact-value> (Accessed date 4<sup>th</sup> August 2023)

Science Direct <sup>24</sup> (2005) <https://www.sciencedirect.com/science/article/abs/pii/S0956053X04001552> (Accessed date 4<sup>th</sup> August 2023)

Worden <sup>9</sup> University (2023) <https://www.waldenu.edu/programs/communication/resource/how-to-be-an-effective-communicator-in-7-easy-steps> (Accessed date 6<sup>th</sup> August 2023)

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University of Edinburgh (2023) <https://www.ed.ac.uk/reflection/reflection-toolkit/reflecting-on-experience/gibbs-reflective-cycle> (Accessed date 6<sup>th</sup> August 2023)

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(Accessed date 6<sup>th</sup> August 2023)

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