

**BSC (HONS) HEALTH AND SOCIAL CARE
CHANGEMAKERS: BUILDING YOUR PERSONAL
BRAND FOR SUSTAINABLE EMPLOYMENT
COMPONENT 2: ASSIGNMENT (REPORT)
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MODULE CODE: BMHP5015
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Executive Summary

The following report examines the requirements to become a Social Care Assistant in the UK to support the vulnerable individuals. The report examines the job description and person specifications required for the position while assessing personal skills highlighting strengths and arenas of improvements. Given my experience in home care, I can focus on developing my person-centric care by seeking formal training aligned with CDP guidelines. I am considering obtaining a relevant apprenticeship in level 2 health and social care in the UK healthcare sector for improving my employability. I believe that mentoring, socialising for professional network development, reflective practices and feedback assessment can help leveraging my home care experience with academic training for becoming a social care assistant in future.

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1. Introduction

The health and social care industry in the UK is one of the most vital businesses for supporting general people in need of care. The UK adult social care market highlighted a total expenditure of £34.5 billion from 2024 to 2025 (Government of the UK, 2025). The following report is based on the target towards a Social Care Assistant job, which aligns with my previous job description of a Home Care Assistant. Alongside, job description & personal specification, employability skills for the position and my current suitability for the job is the subject matter in this report. The report further provides self-assessment for determining strengths and shortcomings, which can be improved and hence determining a well-designed development plan.

2. Job Description and Person Specification

2.1 Job Description

A Social Care Assistant's job is based on the practical, emotional and social support for the vulnerable individuals in residential or community facilities. Day-to-day living activities such as movement, personal care, cooking, household chores and medical care are the responsibilities of a Social Care Assistant. According to Njuguna, Ngune and Middlewick (2025), Social Care Assistants help foster independence through the provision of practical and emotional support to the patients.

12,063 Social care jobs in UK

Related searches: [social care assessment](#), [social care worker](#), [health and social care](#), [lecturer health social care](#), [health social care lecturer](#), [social care support worker](#), [social science](#), [social media](#), [social housing](#)

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[Fully remote](#) (14)

[On-site only](#) (5,345)

Location

UK (12,063)

[South East England](#)
(1,772)

[North West England](#)
(1,718)

[Eastern England](#)
(1,409)

[South West England](#)
(1,345)

[Yorkshire And The Humber](#) (1,004)

[London](#) (930)

[West Midlands](#) (898)

[East Midlands](#) (819)

[Scotland](#) (659)

[Wales](#) (638)

[North East England](#)
(549)

[Northern Ireland](#) (12)

[Channel Islands](#) (6)

[Isle Of Man](#) (4)

Posting date

[Since yesterday](#)

[Last 3 days](#)

[Last 14 days](#)

[Last 30 days](#)

Salary range

[Support Worker \(social care\)](#)

24 November 2025

Kisharon Langdon - Golders Green, North West London

£24,160.50 to £25,779.00 per year

[On-site only](#) [Permanent](#) [Full time](#)

Please note: We do not currently offer sponsorship to work in the UK SUPPORT WORKER - social care Salary: £12.39 p/h unqualified or £13.22 p/h qualified Location: Golders Green, Hendon, North West London Contract type: Part-time, Full-time, and Casual Hours ...

 **disability**
confident

[Support Worker \(social care\)](#)

24 November 2025

Kisharon Langdon - Edgware, North West London

£12.39 to £13.22 per hour

[On-site only](#) [Permanent](#) [Full time](#)

Please note: We do not currently offer sponsorship to work in the UK SUPPORT WORKER - social care Salary: £12.39 p/h unqualified or £13.22 p/h qualified Location: Borehamwood, Hertfordshire and Edgware, North London Contract type: Part-time and Full-time (37.5...

 **disability**
confident

[Support Worker \(Social Care\)](#)

18 November 2025

Southdown - Midhurst, West Sussex

£12.96 per hour

[On-site only](#) [Permanent](#) [Full time](#)

Location: Midhurst, West Sussex Salary: £12.96 per hour Hours: 14-37 per week Allowances (dependent on working times): Unsociable hours uplift: £4.40

Figure 1: Social Care Assistant Job Vacancies in the UK

(Source: Government of the UK, 2024)

As per 2025, 12,063 positions of Social Care jobs have been advertised to be vacant in the UK recently (Government of the UK, 2024). This annotated that Social Care Assistants are required to collaborate with the families and social workers, along with multidisciplinary teams for the development and execution of the care. Alongside, the job demands to maintain confidentiality while complying with health safety standards by ensuring proper records and reporting changes in health and wellbeing. Although the task is hectic, flexibility is the upside of this job where caregivers have been present at varied sites within the community and at times, working evenings or weekends.

2.2 Person Specification for the position

Social Care Assistant jobs require a vast array of skills to be present for effective execution of care giving. According to Moudatsou *et al.* (2020), Empathy, trust building capacity and

patience are the core skills required for taking care of a vulnerable person. Additionally, another core skill required is effective communication, which is utilised to communicate with the care users and other professionals in this field. Alongside, it is also important for the employers to comprehend the potential, ability, reliability, adaptability and willingness of the employee to efficiently follow the orders and do the tasks.

For the position of Social Care Assistant basic literacy, numeracy and IT skills are demanded with an inclination to be trained in the field of manual handling, safeguarding and infection control. As per my CV, my Home Care assistant job demanded to supervise care assistants, maintaining medical records, monitoring vital signs and leading activities. Hence, it can be stated that my CV evidence confirms my abilities, experience meeting the expectations and professional standards as stated above for the Social Care Assistant job.

3. Employability skills for the position of Social Care Assistant

3.1 Core skills

Effective communication, time management and collaboration are the key skills required for the Social Care Assistant position (Reuter-Sandquist, 2022). In this regard, my prior experiences in customer service in Sainsbury, Tesco and M&S align with the skills demanded for this job. I have been efficient in communicating clearly, responding to the needs of the customers and working with teams while working under immense pressure. Furthermore, I am also potent in task-prioritisation, reporting along with observation skills, which have gained through my Home Care Assistant job.

3.2 Personal Qualities

Personal attributes are also calculated in this job role where individuals are required to be empathetic, resilient, patient and reliable. As per my CV, it is evident that I am competent and have long-term experience on the grounds of personal care provision, informing families, checking vital indications and training new employees in this background. I have been through practical as well as formal training possessing a degree on Health and safety workshop (Level 2) and food hygiene training certification (Level 2). These certifications indicate that I possess knowledge-based and technical skills.

4. Self-evaluation

4.1 Strengths

I have been working as a Home Care Assistant part-time from 2018, where I have attained extensive practical experience while assisting vulnerable individuals. While in my position as a Home Care Assistant, I was compelled to carry out day-to-day activities of the patients, keeping medical records, monitoring vital signs and communicating with the families regularly. These tasks signify that I am skilled in interpersonal communication, attention to details and ability to adhere to the planned procedure. My teamwork and collaboration skills have been prevalent through my CV where I was liable to lead and guide new team

members. Furthermore, I have experienced customer-facing positions while I was working with Tesco, Sainsbury, M&S Hilton, which have been helpful in building my confidence, solving problems and remaining calm in the face of difficult situations. I have worked with a number of organisations in various fields, which highlights that I am diligent, dependable and possess high work ethics overall.

4.2 Areas of improvement

Amid my vast experience base in practical fields, certain areas are beneath my liking, which I require improving to be capable of being an efficient Social Care Assistant. In this regard, I can point out certain aspects involving extensive knowledge on protection laws, elaborate care documentations and multi-agency work. Despite my monitoring vital signs and record keeping of medications, my formal training is yet to be done. In order to improve my technical skills, I would need to attain formal training on infection control, manual handling, risk assessment and reduction of complex behaviour.

4.3 Tools used to assess these

The understanding of my strengths and shortcomings has been gained through certain tools aiding in this. Personal SWOT analysis, helped in understanding the strengths and weaknesses in career prospects based on my experiences and qualifications. I have strong emotional intelligence and empathy skills that will help me to understand the lived experiences of service users. I am also skilled with active listening which will improve the coordination of care and reduce the misunderstandings. On the other hand, risk of burnout and emotional strain are my major weaknesses which will weaken my decision-making capability and reduce my professional impact. I will suffer from my role ambiguity and work load pressure due to my weakness in providing social care services. I also attained feedback from my supervisors in my previous organisations, which was insightful in understanding my skills.

4.4 Skill improvement support system

My plan for a skill improvement support system as a future social care professional needs to incorporate organised supervision, mentoring/peer support, and ongoing professional development (CPD). Supervision responsibility in terms of reflective and managerial can offer feedback, emotional support, and assistance to help care workers improve decision-making, maintain professionalism, and implement safeguarding standards (Carelearning, 2024). Although, employees with less experience can seek mentorship and peer-led assistance for increasing self-efficacy, confidence, adaptiveness and implementing theories in real-life (Zeng *et al.* 2020). This urges me to seek mentorship and self-reflection as my skill improvement support system as a future social care assistance. Furthermore, caregivers need to keep up to date on best practices, develop specialised skills to care for

dementia patients or person-centric support, upholding professional standards of CPD (NISCC, 2024). Given my current experience in home care, I can focus on developing my person-centric care by seeking formal training aligned with CDP guidelines for becoming a capable social care assistant.

5. Experience and Qualifications

My current experiences involve good experience of hospitality, customer services and home care, especially with children, elderly and disabled (*Appendix 1*). This rich experience allows me to be capable of managing people, anticipating customer needs and offering support based on personalised services, some of the key qualities in a social care assistance. Furthermore, the UK guidelines for social work assistance requires a college course, apprenticeship or direct application if one has experience in a care home (National Careers, 2023). Although I do not have any apprenticeship, I am currently pursuing BSc (Hons) Health and Social Care, and have worked as a part time home care assistant in Jooma since 2018. Around 50% of direct-care personnel in adult social care lack official social-care qualifications, and many relied on employer-supported training (Samuel, 2023). Therefore, I am considering obtaining a relevant apprenticeship in level 2 health and social care in the UK healthcare sector for improving my employability.

6. Build your personal brand

6.1 Personal Brand Strategy

I believe that a good personal brand strategy for me will be to highlight my dependability, compassion, and a dedication to protecting vulnerable individuals. My current expertise in home-care and customer-facing professions demonstrates your ability to establish trust, communicate effectively, and provide clients with respect. I will be emphasising on basic characteristics such as empathy, respect, and professionalism, which represent important expectations in social care. For enhanced attractiveness for potential recruiters, I am going to position myself as a proactive learner by showing career-specific experiences, focusing on caregiving and customer service and willingness to pursue care-specific certifications. Thus, I will be using my CV to highlight these specifications and develop my personal brand strategy, as attached in appendix 1.

6.2 Tools for building professional identity

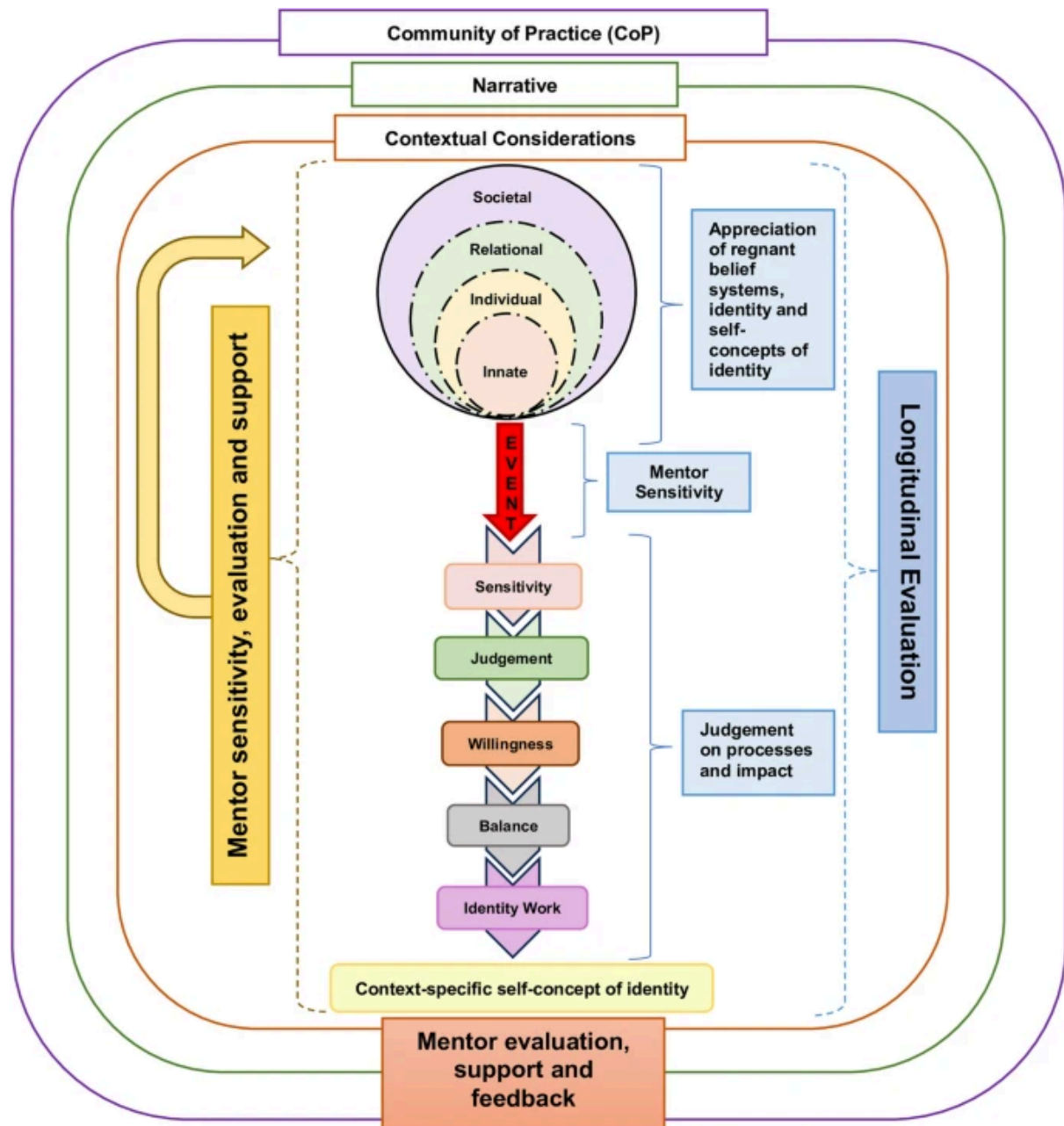


Figure 2: Krishna-Pisupati Model of the Mentor's Role

(Source: Krishna *et al.* 2024)

I need to use structured tools like mentoring, socialising, reflective practices and evaluate feedback from my peers and supervisors for develop a professional identity. For example, Krishna *et al.* (2024) has argued that effective mentoring begins from validating individual beliefs and experiences through self-concept identifies for offering constructive feedback (Figure 1). Through coaching, supervising, role modelling and guided reflection positively affects 'professional identity formation' (PIF). Improved PIF as a future social care assistant can help me customise service offering and behaviour tailored to the client, internalising

professional values in practices. As for socialising, Lewis *et al.* (2025) argued that working in a health and social care community with experienced peers and supervisors promotes ethical practice, professional ideals, and role clarity. Furthermore, reflective practice as a tool for building professional relationships involves reviewing decisions, and experiences regularly, contributing to self-transformation for professional advancement. Finally, Luo *et al.* (2024) opined those supportive social contexts and institutional encouragement through feedback and reviews improve professional identity at the workplace. Thus, I believe that mentoring, socialising for professional network development, reflective practices and feedback assessment can help leveraging my home care experience with academic training for becoming a social care assistant in future.

6.3 Unique Selling Point (USP)

My USP as a future social care assistant is my awareness of person-centric care and communication skills based on practical experience in home care and theoretical knowledge from Health and Social Care degree. Unlike experienced applications, being a fresher allows me to be flexible in learning job-specific certificate training knowledge and aligning organisational goals into my professional brand. Since I have dealt with clients and their queries, I have the ability to remain calm and direct under pressure, while preserving the relationship with trust and empathy. This allows me to integrate emotional awareness with professional duties as a social care assistant, dealing with vulnerable populations, like children, elderly and disabled.

7. Action Plan and Timeline

7.1 Action Plan

Objectives	Actions	Time period
To develop my reflective practice for enhanced self-awareness, feedback evaluation and self-improvement	Evaluate experience working as home care assistant in Jooma with 5 R's of "Reporting, Responding, Relating, Reasoning, and Reconstructing"	Weekly, 4 weeks
To enhance my practical skillset specific to social care assistant through mentorship	Applying for mentorship program in social care at UKSWA CIC	3 weeks
To develop my employability as a	I will apply for Health and Social	2 weeks

social care assistant by successfully completing apprenticeship in Health and Social Care Level 2	Care Level 2 at National Health Services, UK	
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Table 1: Action Plan

(Source: Self-Developed)

7.2 Timeline

Tasks	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9
5 R's reflective practice									
Mentorship program at UKSWA CIC									
Apprenticeship in Health and Social Care Level 2 at NHS									

Table 2: Timeline for achieving the action plan

(Source: Self-Developed)

8. Communicating my employability

I will convey my employability by highlighting my real-world care experience, strong communication and teamwork capability for serving clients seeking social care. Bandura's Social Learning Theory is able to explain the impact of internships and training for integration communication and employability skills learning. As per Mujahidah and Yusdiana (2023), Bandura's Social Learning theory proposes learning by observing, imitating and reinforcing the lesson in practice. I observed communication and employability skills from my experience working in retail and hospitality sectors, and am able to imitate it in practice at the

workplace. Based on my CV in *Appendix 1*, I show qualities like dependability, compassion, and adaptability that are valuable qualities in a social care assistant.

9. Conclusion

In conclusion, my academic degree and part time working experience in caregiving strongly supports my goal to become a social care assistant. Thus, my empathy, communication and people management skills can be improved with apprenticeship, reflective practice and mentorship to become an ideal candidate for being social care assistant in the UK.

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Appendix 1: CV

Hasino Ahmed

MOBILE: 07447366677

EMAIL: Ahmedhasino@gmail.com

PERSONAL STATEMENT

I am a keen, enthusiastic and confident person with good communication skills and strong customer service experience looking for work in retail or sales assistant sectors. I am seeking part time or full-time employment to learn new skills and experience. I am also very hard-working person that works well in a team and can work under pressure if given any task to do. I focus well and love to get on with my work I am very easy to get along with i am very friendly and polite and enjoying meet new people, as well as individually. I am also honest and trustworthy person who is quick to learn new skills. I am currently looking for work at the moment and am ready for a fresh challenge.

KEY SKILLS

- Ability to work under pressure Reliable and punctual
- Sociable and friendly
- Good time keeping Problem solving skills
- Planning and organizing Excellent IT Microsoft office skills
- Positive attitude
- Ability to work using my own knowledge
- Strong Communication Skills
- Willingness to learn
- Strong team player

Experience Duties

TESCO CUSTOMER ASSISTANT NOVEMBER 2024 DECEMBER 2024

- Serving customers on checkouts
- Replenishing products within my store
- delivering great service, greeting customers with a smile and serving them with pride
- operating the self-checkout area for customers
- maintain the checkout area keeping the check out area clean and organized
- assisting customers helping customers locate and scan items moving items to allow scanning

Jooma home Care assistant June 2018- ongoing work part time

- Working has part of a team
- supervise a team of care assistants
- monitor patients' vital signs, like blood pressure and heart rate
- complete patient medication records
- develop and lead activities for service users.
- keep families up to date about their relative's progress
- training and mentoring new staff

Mark and Spencer customers service assistant Part time march - 2018 - 2019 January

- Answering customer enquiries
- Working on tills
- Giving information and helping to solve customer problems
- Taking cards payments
- Picking and packing stocking shelves
- Cleaning and tidying the Stock Room

Hilton Hotels Housekeeping TEAM MEMBER 2013 march-2013 December

- Cleaning vacuuming entrance area
- dusting, vacuuming rooms
- mopping and sanitizing bathrooms
- cleaning kitchen, and other areas
- Washing, ironing,
- changing bed linens and keeping hotel rooms clean and tidy

Sainsbury's General assistant 2013 February -2017 July part time

- Working on tills Keeping, the stock room clean and tidy, Restocking Stack shelves
- Assisting customers with their enquiries, Using scanners for price checks
- Helping elderly with shopping to car park, helping pushing trolleys
- Dealing with customers complains ensuring that customers complain gets the right satisfaction

Dhamecha Cash and Carry customer service assistant May -2009 August 2010

- Picking and packing products
- Moving and organising stock
- Welcoming and helping clients who visit the branch
- Counting products on trolley for customers
- Scanning products on computers on to trolley

2012 November -2014 October part time work ASDA Shop Floor Assistant

- Answering customer's questions
- Notifying customers of sales and special offers
- Picking and stocking shelves
- Supporting customers where to find products
- Helping customers with their shopping's and removing out of date products of Items on shelves

2010 November -2015 July Shoe Zone full times Sales Assistant

- Answering queries From Shoppers
- Getting items from Stock Room
- Keeping the store tidy and presentable
- Helping customers find shoes on shop floor
- Dealing with difficult customer's complaints

Blue Arrow agencies customer service adviser -2010 June -2010 July part time

- Answering customer enquiries.
- Providing information about products or services.
- Making product suggestions and recommendations.
- Responding to customer complaints.
- Feeding issues back to the wider business.
- Issuing refunds

2008-January -2010 November part time - IKEA-Croydon Warehouse Operatives

- Dealing with customer complaints
- Stack boxes of products onto pallets and store in correct stock rotations
- Ensure products items are checked and booked in correctly on warehouse management system computer Offering advice to customers on products
- Lifting and restocking shelves

British hart foundation sales assistant 2009 JULY 2009 November

- Engage with customers, providing exceptional service and promoting our charity's mission
- Organise and merchandise donated stock creatively to maximise sales potential
- Collaborate with our E-Commerce team to maximise online sales
- As a Keyholder, you'll be the go-to person when there isn't a manager on duty, keeping the store running and ensuring our customers have a great experience

Iceland Stock Assistant work experience 2005 September -2005 September

- Dealing with customer complaints
- Supporting customers on products they cannot find
- Stocking, replenishing and cleaning of stock room
- Assisting customers about products selection
- Fridge filling

EDUCATION ACHIVEMENTS Mitcham Vale high School 2005 -2007

- English Language Level 2 certificate
- English Literature level 3 certificate
- History Certificate
- Mathematics C Grade
- Science Certificate
- Resistant material D Grade
- Geography Certificate of achievement

-

South Thames College September- 2017-October – 2017

- Certificate in personal development for employment level 1
- Facilities' service certificate level 2
- Health and safely workshop – level 2
- Level 1 Award practical cleaning skills

Carshalton College 2006 September -2009 September

- OCR level certificate in Employability skills
- Adult literacy certificate level 2
- Adult numeracy Entry level 3
- healthy and safety Level 2

- BTEC level 2 Art and design media diploma

Plan personal training academy - October 2014-2015

- Level 2 food hygiene training certificate

Merton training project Centre- February 2012-2012

- Food safety –level 1
- Health and safety workshop – level 2
- Certificate of achievement turn around project

Hobbies and interest

- Enjoying Reading and studying and learning new skills
- Enjoy spending time with the family watching movies
- Going out and explore a little of my differences with friends

References on request