

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

ASSIGNMENT 2

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Acknowledgement of AI use: I confirm that I have not used AI to complete my work.

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Practical Portfolio

Introduction:

Portfolio, according to the article written by Indeed(2025), is work which shows to future clients, agencies and hiring managers your own personal work which you have done so far. Furthermore, it is not necessary but it does help to show your own work and the knowledge within the field.

My portfolio is divided in three tasks, my first one is a profession I chose and three interview questions, task two, is about the key skills necessary in health care and task three is a reflection using Gibbs' reflective cycle.

TASK 1: (800 words)

The role which I would like to apply is a Mental Health Recovery Coordinator. This role expects to support adults with mental health problems and their challenging behaviour, empowering them and supporting them to a fulfilling independent life, while making their lives more enjoyable. Shifts are per rota basis, can include work in the evenings, sleep in shifts and weekend shifts, the working week consists of 37,5 hours. This job role got me interested since I find mental health fascinating, so in order to prepare for this role and apply for an interview, this personal action plan will help me to identify the key skills that I have, understand my weaknesses- skill gaps, outline a personal development plan and finally, I will add three interview questions at the end of this report.

The Mental Health Recovery Coordinator requires a combination of professional and academical knowledge, not to forget some practical knowledge as well. The key skills required for this particular role are a certain level of health and social care, to years of experience of being a social worker, great administration and organisation skills, experience with caseload of clients and great interpersonal and communicational skills to communicate with clients.

I currently show great communicational skills and interpersonal skills, developed through working through customer- facing roles. This role requires me to interact with a wide range of people on a daily basis, often in a fast paced or emotionally charged situations. I am able to listen and understand emphatically, and to adapt my talking style in order to meet individual roles, which is crucial for a role like this, working with people who are experiencing mental health related issues. Mover, I do have a friendly and a positive demeanour which is necessary working with people on a customer based role.

In addition I asses good organisational and administrative skills. I am experienced with managing multiple responsibilities and working under pressure which comes again from

working in many customer facing roles. In addition I as well have strong computer and digital skills. Whereas I might not have an experience in using digital record keeping software, I do learn them quite fast and efficiently. Speaking more of my transferable skills; attention to detail and time management are my strong qualities, which comes, again, from working years in the hospitality industry, where I had to be on time and finish my tasks diligently.

However, I have strong transferable skill basis, there are some skills, that I am lacking. First I do not hold a completed degree in Health and Social Care, which is a key requirement for this role. Secondly I do not have a 2 years of an experience as a Social Worker. Furthermore, I do not have an experience with dealing of caseload of clients. I understand that working with vulnerable people requires a specific type of an experience which can be gained only through by being a social worker and gaining additional knowledge and finishing degree.

To address these skill gaps, I developed a personal development plan. First priority is to finish my degree in health and social care, which will provide knowledge and insight in theory. Alongside my studies I plan on partaking in practical experience volunteering and slowly applying jobs for Social work, which will allow me to gain a hands on experience working with vulnerable people and gain more experience. I as well intend to part-take place in training and workshops, which my university is providing to gain more knowledge. These training courses will help with my confidence, competence and employability which helps me to practice ethically and safely.

Finally, I aim to develop my emotional resilience, which is essential working with mental health patients,.

Q: Why are you interested working as a Mental Health Recovery Coordinator?

I want to work as a MHRC because I am passionate about idea of supporting individuals with a mental health crisis to regain their independence and sustainable living. Moreover this role aligns with my desire to help people and make a difference in their lives.

Q: How would you manage challenging situations with clients?

I would remain calm, use my gained knowledge to help the client calm down. I would use my listening and understanding skills to help the individual in crisis, I would still maintain my professional boundaries and if the situation de-escalates, I would ask for a supervisor on shift.

Q:How do you plan on developing through this role?

I am committed on developing professionally through further training and supervision, through reflective practice. I would actively ask for feedback and try to improve within my role constantly, weather is staying informed about the best practice and engage in more

learning opportunities, so I can provide the best care possible. As well, to ensure that I practice ethically and safely.

Task 2 (600 words)

Digital literacy is an essential skill within the health and social care setting, as it enables professionals to use digital records, ability to write reports appropriately, accessing systems appropriately and ethically. In modern practice, the health and social care workers are required to keep everything digitally, communicate using digital platforms and to practice safeguarding to protect the sensitive information about patients. This report will focus on digital literacy as a key professional skill, definition and importance within the health and social care. It will as well explore the benefits and challenges associated with digital literacy and how is it important for healthcare practitioner's using it correctly.

Digital literacy within the health and social care system is applied daily, through the use of electronics and patient record systems, which allow healthcare practitioners safely add the information about the patients. These systems allow to support continuity of care by ensuring the relevant information is accessible to authorised staff. Digital literacy as well allows colleagues to communicate between each other safely improving a service user well-being. Moreover, being more digitally aware, allows a practitioner look up the necessary information and use it for a better self development to find about more about better ways of treating a service user by looking up things online . Furthermore, digital literacy offers several benefits within the health and social care settings by improving efficiency, accuracy and quality of care. One of the main benefits is having an access to patient record information easily which reduces the risk of errors.

Professionals who lack digital literacy skills may feel uncomfortable and unsuitable for the role, since everything within the healthcare system relies now on everything digitally.

The importance of digital literacy and it being one of the main skills within the sector, it presents many challenges. One of the main challenge is the ageing staff which has difficulties using the computer or the challenging systems within the healthcare. Not everyone has the same level of confidence or experience using the digital systems. It can lead to errors and mistakes within the documents and as well as safeguarding breaches. Low digital literacy skills are a risk of privacy and GDPR breaches, an accidental deletion of the service user reports. According to NHS statistics only 20% of the healthcare organisations are digitally mature.

However, there challenges can be dealt with appropriate training and courses. Many health and social care courses, including this one, has modules to improve people digital literacy skills. Moreover, many healthcare workplaces, train their staff appropriately to ensure the

systems are used safely and effectively. As well as to improve confidence with using technologies and ensuring safeguarding.

In conclusion digital literacy is a vital skill for all the professionals working in Health and Social care setting. It enables an accurate record keeping, effective communication between team members, which ensures the best care possible, which is a vital part of patient centred care. While challenges, such as lack of confidence using the digital tools and training gaps exist, these can be dealt through with appropriate training and professional development attending appropriate courses. As healthcare grows digitally it is important to ensure that everyone within the field feels appropriate and feels confident using electronics and systems, since it does affect service user safety and wellbeing.

Task 3 (600 words)

Reflection is an important part as it supports continuous learning, self awareness and professional development and it is an essential tool in health and social care. This report presents a reflection of my Task 1, which was a presentation using a SWOT analysis. Presentation itself was supported by using slides and delivered to my group, and the module lecturer. The purpose of this reflection is to analyse and explore my thoughts before and after the presentation, evaluate my performance and identify areas of my further improvement. Verbal feedback by my lecturer will be included to support this report and incorporate this feedback in my future presentations.

Before the presentation I felt anxious and unprepared, despite being prepared thoroughly. I had sense of worry, that I would forget the main points, so I wrote small notes and keywords, by which I would remember what I have to say during the presentation. I was concerned about forgetting main points which I thought were important during the presentation, furthermore I had a concern, I would not interact with my colleagues and keep my body tense. However, during the presentation, initially, I felt tense and worried, but as the slides progressed and more I spoke to the audience the fears disappeared, and I felt more comfortable to explain the topic of the presentation, and engage with the audience more confidently. After completing the presentation, I felt a sense a sense of relief and accomplishment, however, I remained aware of the areas where I could have presented better.

Overall, I consider my delivery of the presentation a successful one. The content was explained clearly and the key elements of SWOT analysis were explained clearly. Time management was effective, as I presented within the allocated time limit, however, I did finish it before the time limit reached. There are areas which could have been improved. Some slides lacked information within the slides, which made me not go too much in depth within the information, reducing clarity for the audience. Although the presentation met the requirements, greater preparation and pacing would have improved the presentation. However from feedback from the lecturer showed the presentation went well and I managed to get across points and managed to accomplish which the presentation was aimed for.

The effectiveness of my presentation can be partly explained by my preparation and familiarity with the SWOT analysis. Having a clear structure supported my ability to communicate

my points with the allocated time, the lack of depth in my slides contributed to rushed explanations and reduced clarity for the audience. What I wanted to achieve with my slides, followed the principle of an article written by Naegle, K, M (2021), *Ten simple rules for effective presentation slides*, including one idea per slide, reducing information and following only 1 minute or less per slide. In my presentation, slide with limited information, contributed to rushing and a faster pace, reduced opportunities for deeper discussion with my peers. This suggests that while my understanding of the topic was sufficient and knowledgeable, improvements and delivery technique to enhance overall presentation effectiveness.

To improve my future presentations, I will increase preparation time for my presentation, so I exactly fall within the time limit. Further addition, I will try to add more information to my slides and design them, so it does not look empty and people have more interest in the presentation and can engage with it more. That additionally helps me as well, since I will slow down and would not finish before the allocated time. I will as well keep continuing writing keywords for my slides.

In conclusion, within this reflective report I was using Gibbs' reflective report to critically evaluate my Task 1 presentation on SWOT analysis. This report highlighted both strengths and weaknesses, and areas for improvement for further presentations. By applying action plan, I aim to improve my presentations.

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