

Professional Development within Health and Social Care

Assessment 2

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INTRODUCTION:

Definition of employability: It is the set of skills, knowledges and attitude we individuals have and that make us suitable for a certain job. (Oxfordlearnersdictionaries.com, 2019).

In this report I refer to the full process of hiring an employee, I explain the current laws that regulate the employment relationship and the recruitment process.

I will also make a personal reflection based on my role roleplay as an interviewer and interviewee.

The last part of the report is a personal development plan based on my knowledge, skills, experience and weaknesses to be able to planning how I will get a position as a children support worker.

THE EMPLOYMENT RELATIONSHIP, HOW IT IS REGULATED?

Employment relations are established through a contract in which both parties, employer and employee, are agree on the obligations of both, such as the tasks to be performed by the employee and the payment that the employer will have to make. (Sciencedirect.com, 2011).

To regulate what is agreed in these contracts, there is employment legislation that, through statutes or laws, establishes the legal rights that employers and employees have.

As part of the civil law, all employees of the human resources setting will be forced to learn the legislation and its relationship with work. (Informi, n.d.).

Main laws for the regulation of the employment relationship.

➤ The Equality Act 2010

The purpose of the Equality Act 2010 in the workplace is to protect people from being discriminated against in their workplace.

Through a single law, this Act replaced all previous discrimination laws, here it establishes the legality as to how it is illegal to treat a person in his workplace. (GOV.UK, 2013).

There are several situations in which we will be protected by the Equality Act 2010, such as discrimination in the workplace, using public transport, in health institutions such as hospitals or GP or at your college or university.

All British citizens are protected by this Act, the nine protected characteristics are:

- Disability
- Age
- sexual orientation
- Maternity

- transsexuality
- marriage unions
- Career
- Religion
- Gender

There are also several types of discrimination detailed below:

Direct Discrimination: Treating someone differently for having any of the characteristics protected under this Act.

Indirect Discrimination: When a company or organization establishes a policy that is detrimental to someone affected by any of the protected characteristics.

Harassment: You cannot attack the dignity or pride of a person for possessing any of the protected characteristics.

Persecution: No individual can be treated in a different way for having initiated actions for a matter of discrimination against the company for which he works. (Equality And Human Rights commission, 2020).

➤ **The Health and Safety Act (1974)**

The Health and Safety at Work etc. Act 1974, also referred to as HSW, HSWA, HASAW 1974 or HASAWA, is the main law regulating workplace health and safety in the UK.

The Act specifies the obligations of employee and employer to maintain a safe workplace. There are special specifications for high-risk jobs such as construction or people who work with chemicals.

The general points that must be met in most workplaces, with the exception of high-risk jobs, are:

- Provide employees with adequate training so that they learn and apply all the procedures mentioned in this law.
- Safe work environment where the standards established by law for the safety of employees are met.
- Resting areas, toilets and drinking water in the workplace.
- Continuous supervision.
- For companies that have more than 5 employees, it will be required to have a written record of the health and safety policy. (www.britsafe.org, n.d.).

➤ **The Employment Act (1998)**

The Employment Equality Acts 1998–2015 establishes the prohibition of discrimination against a person in their workplace. Discrimination can be direct or indirect.

We understand as discrimination in the workplace when an employee is receiving unfavourable treatment for any of these 9 reasons:

- Religion
- Age.
- Gender.
- Disability.
- Race.
- Civil status.
- Family situation.
- Sexual orientation
- Membership of the Traveler community.

There are specific situations that I list below:

- **Disability:** Employers are required to provide access and comfort in the workplace for employees with disabilities.
- **Pregnancy:** Pregnant women or women who have just become mothers will be more protected by this law in the case of unfair dismissals and the possibility of promotion.
- **Equal pay:** All employees who perform work of equal or similar value will have to receive the same remuneration.
- **Harassment:** There are 9 main reasons why discrimination can exist at work, harassment includes discrimination for these 9 reasons, including sexual harassment.
- **Victimization:** An employee cannot be treated unfavorably if he has taken legal action against the company. (Citizens information, 2019).

THE RECRUITMENT PROCESS

The recruitment process is a process whose objective is to attract the right person for a job position. In this process, fair and effective decisions must be made.

Normally it is a process carried out by Human Resources, but it is increasingly common for this task to also be carried out by line managers.

In this process it is also very important not only that the company have the information about the candidates, but also that the candidate can get to know the company to decide if it is the place where he wants to continue or develop his professional career.

It is very important to generate interest in applicants with the greatest potential by offering benefits such as employee referral schemes, using recruitment agencies, providing all the information on the company's website or offering real possibilities for development within the company.

Diversity and inclusion must also be part of this process in order to attract numerous candidates and to be able to choose the right one.

The recruitment process consists of several parts:

- **Job Analysis**
Analyze the position offered by evaluating the current needs required by the job based on the functions to be performed, where the work will be performed or the results expected by the person selected for the position.
- **Job Description**
Through the job description, it is intended to give an overview of the tasks and objectives involved in the job offered.
- **Person specification**
Description of the skills, knowledge and degree required, as well as the responsibilities the candidate will have, must be clearly and concisely specified.
- **Job advertisements**
It must contain specific information about the position and the company that offers it. The announcements must include relevant information such as the duration of the contract offered, the benefits offered by the company, what the company's activity is dedicated to and details of how to apply and when the application closing date will be.

- **Application forms**

They are used to collect the most relevant information about the candidate and are used to assess whether it is the right candidate.

- **Confidentiality**

All data from the applications must be treated confidentially and only people who are part of the selection process can have access to this data.

- **Preselection of candidates**

It consists of identifying the candidates who meet the requirements of the position offered to move them to the evaluation stage.

- **Assessment**

The skills of the shortlisted candidates will be evaluated again to choose the one who best meets the requirements.

Employers are responsible for checking the information provided by candidates and currently they also have to check if the candidate has permission to work in the UK.

In some cases, verification through references provided by previous employers is also required. (CIPD, n.d.).

- **The interview**

It is a conversation between an employer and a job candidate in which the candidate's general attitude, qualifications, or abilities for the offered position are evaluated.

The interview also serves so that the candidate can get more information about the company and know if the position offered is suitable for him / her.

In an interview it is very important to maintain eye contact, be dressed appropriately, have a good personal hygiene, show enthusiasm and have the confidence to express yourself.

It is a determining part of the selection process and will vary in terms of formality depending on the employer or the person conducting the interview. (lhu.edu.gr, 2021)

REFLECTION ABOUT THE JOB INTERVIEW ROLEPLAY

For the first assessment of this module we had to do a roleplay based on a job interview, this was very interesting for me because, although I have already done

several job interviews in London and in my country, I had never looked for information about the recruitment process and what it is based on, that part of the PCD module has allowed me to acquire new skills to be able to do a good job interview whether I have the role of interviewer or if I have to do the role of interviewee.

For this roleplay I was preparing for a month, I was looking for information on different job websites such as Indeed or LinkedIn and in the presentation that our lecturer made in class about job interviews, I had to know the needs required for the job position for which I was going to be interviewed and for the position for which I had to interview my partner.

I made an analysis in order to know what I had to learn, what concepts I had to focus on and move on to the action plan in order to do my roleplay and obtain a good result.

The day of my role play arrived, although I had been preparing myself, I was worried about doing it well and above all not showing a nervous attitude.

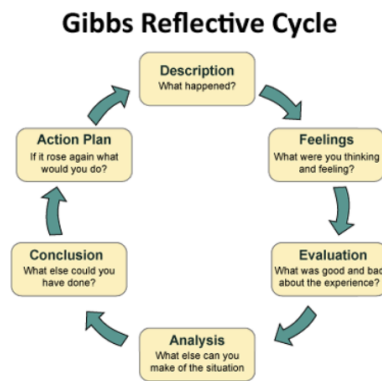
I started my interview and I began to feel very comfortable and confident explaining my skills and how I managed stressful situations in my job, I also had to talk about my weaknesses, in my case I mentioned that I should improve my level of English because the position which I was applying for required strong communication skills, although that was not a problem because we adapted our interview to our level of conversation.

My role as an interviewer was also interesting, since I was able to see how important it is to make the candidate feel comfortable while maintaining a firm and professional attitude, knowing how to identify the interviewee's potential skills in order to make the best decision.

After a few days later I received the feedback from my lecturer about the role play and I am very happy with the comments obtained because the result of the interview according to lecturer's criteria was good.

He highlighted my friendly attitude while maintaining eye contact with the interviewee, He also mentioned a good structure in the questions and a good conversational style. He also evaluated the way in which I answered my question about how I handle a stressful situation at work, obtaining a good result.

In the information below I show how I did my analysis and I detail all the points to highlight and improve to do a job interview in a professional way.



(Crowe Associates Ltd, 2019).

- **Description:**

I have to face a job interview performing the role of the interviewer of the interviewee as the father of my assessment in the Professional Career Development module.

- **Feelings:**

At first, I felt nervous because although I was prepared, I am also aware that I could fail due to nerves or my level of English.

- **Evaluation:**

Although I had already attended numerous job interviews, I had to do it in a more professional way and not only that, I also had to take on the role of interviewer, which was a challenge for me.

- **Analysis:**

I had to search for information and prepare to do the interview, I also had to prepare an application form and search different websites for information about the needs of the position for which I was going to aspire and to ask the right questions to my partner in the case of the job chosen by her.

- **Conclusion:**

For me it has been a very helpful experience because I have been able to acquire knowledge and skills that will be useful for my future professional career, thanks to this knowledge I will be able to do more professional interviews and understand the entire selection process in the future.

- **Action Plan:**

I think that thanks to the new knowledge that I acquired in the PCD module, I will be able to conduct interviews in a more professional and appropriate way for each job position for which I applied at that time. I have also learned how

the recruitment process should be structured and what key points employers are expecting from candidates.

Although I have acquired key knowledge, I will always need to continue improving and learning new things so that I can apply for the position that I would like without any problem.

Conclusion:

Although I have obtained good feedback from my lecturers, I am also aware that to get the job I need I must continue going to my English classes so that, in addition to passing the interview, I can perform the duties of the position in which I would like to work.

CAREER DEVELOPMENT

Career Development is a process where each person must analyze what their professional goal is, what skills can be transferable and what skills the individual must acquire to achieve their goal.

For the well-being of people it is key to have a good professional development, it is very important to learn about ourselves and to be well advised on the opportunities that each one of us has. Resilience in this aspect of life is also very important because it will help us better adapt to changes in our professional career and we will be able to progress. (Definitions: Career development and related roles, 2017).

PDP FOR CAREER DEVELOPMENT

I have done a PDP for my professional career development as a Children's Support Worker, I have analyzed the skills that I can transfer to this position and the knowledges and qualifications that I already have.

I was looking at different websites to find a good job description that would fit the position I want to take in the future, and what employers are looking for.

Through a SWOT analysis I have identified my abilities and my strengths and the opportunities or problems that I may have in my professional development. I have also made a PDP to planning how and when I will achieve my professional goal.

Strengths	Weaknesses
Time management skills. I am a patient, empathic and creative person. Knowledge acquired in my work and in the PCD module about child development. Decision making skills. Problem solving skills.	Communication skills in English. I don't have any qualification yet. I need to do some course about children with specific problems or needs and how to help them and their families.
Opportunities	Threats
The setting for which I want to work is currently in high demand. If I continue my studies in Health and Social Care, I could get a better position within this sector. I know people who can help me get a position in this setting.	The difficult economic situation we are experiencing in the UK. Current salaries are not enough to cover living costs today. There is a lot of competition in the sector in which I want to develop my professional career.

Source: (Putter, 2021)

PERSONAL DEVELOPMENT PLAN

NAME	Maria Ortega	Target Job/career	Children's support worker
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TIME PERIOD	From: June 2023	To: June 2024
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What Skills do I need to achieve my goal?

SKILLS	How Will I get them	What resources or support will I need?	What can prevent me from achieving my goals: (unemployment, illness)	How long should it take
Communication skills in English	I am attending English class every weekends.	Money to pay my classes.	I can have a bad economic situation and cannot pay for my classes.	1 year.
More knowledges about children with specific disabilities or needs.	I will do a course	Some flexibility in my job to manage my time in a productive way.	I can have some illness and cannot attend my classes.	1 year.
Level 5 in Health and social Care	Attending my university classes every weeks and being committed in order to having good results.	All the resources provided by the university such as online library, power point presentations of our classes, recordings of all our classes so we always have access to the lecturer's explanations, financial support.	I could not be able to manage my time effectively to be able to achieve this goal in a period of one year.	1 year.

CONCLUSION

Thanks to the Professional Career Development module, I have been able to learn about what skills employers are looking for in a candidate, about how the recruitment process is structured.

One of the most important things that I learned in this module is knowing how to identify and analyze skills and knowledge that I need to be interesting for employers in the Health and social Care setting.

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APPENDIX A JOB. APPLICATION FORM

Job application form

Application for Children's Support Worker

Your details

Name: Maria Ortega Nogales

Education and training

Please give details:

- Certificate of Higher Education (Health and Social Care) University of Wales Trinity Saint David – London. June 2022 to Present. (Finishing June 2023)
- Pediatric First Aid. London. 2022.
- Safeguarding Children, Level 2. London. 2022.
- Prevent duty and British values (childcare). London. 2022.
- Safeguarding Children, Level 2. London. 2022.
- Food Safety and Hygiene, Level 2. London. 2022.

Qualifications

Please give details:

- GCSE, Spain. 2004.
- Certificate of Higher Education (Health and Social Care) University of Wales Trinity Saint David – London. June 2022 to Present. (Finishing June 2023)

Employment history

Your current or most recent employer

Name of employer: Magic Roundabout Nursery.

Job title: Early Years Educator

Length of time with employer: 2 years.

Reason for leaving: improvements and advance my professional career focusing childcare to health and social care setting.

Duties:

Working in the pre-toddles room as well as covering other rooms with different age groups. Prepare the classroom and the garden for educational activities, interacting with children and teaching them their first words and concepts. Monitor the development of each key child in order to enhance and improve their abilities. Teaching children to be independent as well as encouraging them for their personal cleanliness (brushing their teeth, washing their hands...), and the basic rules of behaviour. Always Keeping parents informed with daily feedback.

Previous employers

Please tell us about other jobs you have done and about the skills you used or learned in those jobs.

Private Household. Spain. 2017. 2019.

Duties: Care of two children (1 and 3 years old). Picking them up from nursery school, playing with them, going with them to the park, reading, bathing, making dinner, and having them ready for bedtime.

Supporting statement

Please tell us why you applied for this job and why you think you are the best person for the job.

I might be the right candidate due to my experience in childcare, throughout my years working with children; At the beginning I started working for 2 years as a nanny and currently I am working as an educator, so I have been able to acquire skills and knowledge about them, how to understand their needs and teach them in a personalized and patient way, as well as all the legislation about safeguarding children for to offer them the safest environment possible.

To this I have to add that I am finishing higher education in Health and Social Care and this is allowing me to gain the necessary knowledge to be able to start focusing my career on the sector that I am looking for.

Right to work in the UK

Do you need a work permit to work in the UK? ☒ Yes / No

References

Kate Parker. Magic Roundabout Nursery.

KateP@mrn.co.uk

Declaration

I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my dismissal.

Name: Maria Ortega Nogales

Signature: MON

Date: 10/05/2023

APPENDIX B - INTERVIEW QUESTION (INTERVIEWER ROLE).

1. Tell me about yourself?
2. Why do you apply for this position?
3. Why do you think we should employ you?
4. Why do you leave your previous job?
5. What is your strength?
6. What is your weakness?