

Professional development

by Evangeline Opoku

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EVANGELINE OPOKU

PROFESSIONAL DEVELOPMENT WITHIN HEALTH
AND SOCIAL CARE.

LCHS4009

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BESTY JOSE

TASK 1 -

EVANGELINE OPOKU

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OBJECTIVE

I possess a genuine passion for delivering premium , passionate patient care and helping diverse individuals. I currently have over three years experience in health and social care working as a support worker. I am hoping to use my experienced background to further improve my career and gain new skills and experience. I adapt well in any environment and I work well managing multiple responsibilities in a fast paced and high stressing environment.

EXPERIENCE

Making space ltd

Support worker | 2020 – present

- At making space my responsibilities include tasks such as administering medication, helping with household chores, personal care , preparing meals etc. at making space we thrive on quality team work. We work hand in hand with both internal and external services such as housing , different service leaders, gps , pharmacies, district nurses, social workers etc. working with therapists and doctors is vital to ensure support.
- Personal makeup business – Eo Beauty

2019- present

I am a self taught makeup artist based in Coventry. I service ladies with makeovers whether that be a bridal booking , a birthday celebration or a graduation. My job is to service whoever sits in my chair and ensure to leave content with my services.

I educate my clients about makeup products and application in the process of servicing them. For many women I find that I offer a place for them to release and relax. A form of self care.

EDUCATION

- Health and social care NVQ level 2&3
- BA health and education well being – Cu Coventry university

SKILLS

Both my personal life and working life have given me the opportunity to gain and learn several valuable and applicable skills such as –

- Patience
- Effective communication
- Resilience
- Reliability
- Time management
- Adaptability
- Emotional intelligence
- Stress management

Achievements and Reference

I have volunteered with Coventry city council with event organisation and management for under 18s.

Making space team leader -

Tracey Hutchinson | 07970915707 | Tracey.hutchinson@makingspace.co.uk



Sign in



Senior Social Care Worker - Paid Qualifications Level 2 and 3

Choice Care Group ★★★★★ 373 reviews
Amesbury SP4

Job details

Here's how the job details align with your job preferences. Manage job preferences anytime in your profile.

Salary

£28,954 - £29,453 a year

Job type

Full-time

Shift and schedule

12 hour shift 8 hour shift Day shift

Job Title: Senior Social Care Worker

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Overview of the Role

The Role of the Senior Social Care Worker is to support Adults with Learning Disabilities and/or Mental Health Disorders as well as supervising a team of Social Care Workers. Performing similar tasks as Social Care staff is required, along with taking responsibility for supervising and guiding staff, encouraging and inspiring them to offer the highest standards of support to our Service Users.

Personal Attributes: Being patient, reliable, flexible, team player, good communicator are key characteristics of a successful senior Social Care Worker.

Key Duties

- To support and advise a team of social care workers staff
- Delegate tasks as appropriate to the care team on shift
- Depending on the Home and its managerial layout, complete Staff Supervisions and inductions of new Support Workers
- Act as the first point of contact and liaison person for any issues/requests occurring for Social Care Workers
- Assist with overall daily management of the Home
- Participate in the review and ongoing development of the care plan which is a live document
- Providing physical care and support to our Service Users in accordance with each Service User's care plan, respecting their dignity and preferences. Personal care includes bathing,

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- CHOICE CARE policies
- Complete, attend and keep up to date with all necessary trainings, as required

Experience:

- Providing Care: 1 year (preferred)

Work Location: In person

Job Type: Full-time

Salary: £28,953.60 - £29,452.80 per year

Schedule:

- Day shift

Ability to commute/relocate:

- Amesbury, SP4 TAT: reliably commute or plan to relocate before starting work (required)

Experience:

- providing care: 2 years (preferred)

Licence/Certification:

- Driving Licence (preferred)
- NVQ Level 2 Health & Social Care (preferred)

Work Location: In person

Reference ID: WLO00

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Who are we?

Choice Care is one of the UK's leading residential care providers for people with learning disabilities, autism and mental health conditions. With over 25 years' experience, we're at the forefront of national best practice, with among the **highest CQC ratings** of any comparable organisation. We are also proud to be in the top **100** apprenticeship employer, who secured 42nd during this year.

What are the benefits?

- Learning Academy - Adult Care Worker Level 2 and Lead Adult Care Worker Level 3 qualifications for all staff.
- Friendly Work Environment
- Enhanced Holiday Entitlement - Starting from 23 days plus 8 bank holidays
- Sick Pay Entitlement
- Employee Assist Programme - comprehensive health and wellbeing support for staff
- Refer a Friend - Enjoy a payment of £500 when you recruit a friend to Choice
- Choiceversary - Celebrating your commitment to Choice; staff receive vouchers of £75 after 5 years, £100 after 10 years and £150 after 15 years
- Christmas Bonus - Vouchers for all staff members
- Life Insurance
- Annual Staff Awards - This year each winner received £400 and we had over 30 winners in total
- Complex In House Training - This includes our Advanced Management Development Programme for managers in the making and our Foundation Management Development

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colleagues are automatically entered into a

Service Users in accordance with each Service User's care plan, respecting their dignity and preferences. Personal care includes bathing, toileting, dressing and help with feeding

- Administering medication in line with the training received and following the company Medicines Policy
- Keep and update audits on medication, and ordering stocks accordingly
- Assisting and getting involved in Service User's daily activities, hobbies or outings
- Keep in line with all Company's policies and procedures and Values
- Get to know the people we support and support them to live a safe, happy and fulfilling life
- Develop an open, honest and considerate working relationship with Service Users
- To safeguard and promote the welfare of the people we support
- Keeping accurate written records and ensuring information is shared appropriately with other staff members whilst maintaining confidentiality and data protection requirements in line with CHOICE CARE policies
- Complete, attend and keep up to date with all necessary trainings, as required

Experience:

- Providing Care: 1 year (preferred)

Work Location: In person

Job Type: Full-time

Salary: £28,953.60 - £29,452.80 per year

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Job Title: Senior Social Care Worker

Job Ref: WLO00

Location: Amesbury, Wiltshire

Contract: Full Time

Hours: 12 hour shifts (8-8) - 36 or 48 hour contract

Salary: £28,953.60 - £29,452.80 Based on 48 hour Contract & Higher salary based on qualifications in Health and Social Care)

Recruiter Contact: Reece

Recruiter Contact Details: [07776 314813](tel:07776314813)

Additional Information: Willow House is a semi detached 1930's style house in Amesbury, supporting up to eight individuals with learning disabilities, physical disabilities and complex health needs.

Willow House has eight single bedrooms, five on the ground floor and three on the first floor. There are two assisted bathrooms/wet rooms in the home as well as a lounge, kitchen and conservatory. There is also a second floor of the house where the medication room, laundry room and office are located. The home has it's own front garden with a driveway and parking areas. The large rear garden backs onto farmland and has a lawn, patio seating area, a deck and a summerhouse. The home its own transport for local travel and leisure and recreational pursuits, including walks around the beautiful countryside

Who are we?

Apply now

experience, we're at the forefront of national best

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Cover letter task 2-

Dear Choice care group.

I am writing to express my strong interest in the Senior Social Care Worker position at your company. I learned of this position through indeed Uk. With over three years of dedicated experience in the care sector and a deep commitment to improving the lives of vulnerable individuals, I am excited about the opportunity to contribute my skills and expertise to your esteemed organisation.

Throughout my career, I have shown a compassionate and person-centred approach to social care, consistently advocating for the well-being and empowerment of those I serve. In my current role as support worker at making space at I have successfully worked with a team of individuals some internal and some external to making space and at times led a team of care professionals and collaborated with multidisciplinary teams to implement effective care plans.

My areas of expertise include effective communication, emotional intelligence, Adaptability, reliability, empathy and more which have allowed me to foster positive relationships with service users and their families. I am skilful at identifying individual needs, tailoring support, and promoting independence while maintaining the highest standards of care and safety.

Furthermore, I possess a level 2 and three NVQ qualification in health and social care that complements my practical experience and ensures I stay up-to-date with the latest developments in the social care field, as of right now I'm in the process of gaining my level 4,5 and 6.

Joining your company would be a remarkable opportunity for me to contribute my skills to an organisation that shares my passion for enhancing the lives of those in need. I am eager to be part of a dynamic team that embraces innovation and continually strives for excellence in social care provision.

7 Thank you for considering my application. I am enthusiastic about the prospect of discussing my qualifications further in an interview. Please find my attached CV for your review.

Sincerely,

Evangeline Opoku

Task 3 - Personal Development Plan

Goal 1: Enhancing my Leadership Skills

Objective: Over the next two years, I would to develop and enhance my leadership skills to take on more responsibilities and effectively lead teams in the health and social care sector.

Action Steps:

1. Attend Leadership Workshops: in leadership workshops or seminars to learn various leadership styles, effective communication, and conflict resolution techniques.
2. Seek Mentorship: Identify a mentor within the organisation who can provide guidance and support in honing leadership capabilities.
3. Lead Small Projects: Take the initiative to lead small projects or team tasks whether that be in work or in uni group activities or projects, to gain practical experience in decision-making and team management.

4. Read Leadership Literature: Read books and articles on leadership to broaden my understanding and knowledge in this area.

Timeline:

- By the end of the first year, complete at least two leadership workshops and establish a mentorship relationship.
- Within the first six months of the second year, successfully lead a small project.
- Continuously read leadership literature throughout the two-year period.

Goal 2: Improving Communication and Interpersonal Skills

Objective: Over the next two years, I aim to enhance my communication and interpersonal skills to establish stronger connections with service users and team members.

Action Steps:

1. Active Listening Practice: Practice active listening during interactions with service users and colleagues to better understand their needs and concerns.
2. Take Communication Workshops: Attend workshops or courses that focus on effective communication, verbal and non-verbal cues, and empathy.
3. Collaborate in Team-Building Activities: Participate in team-building activities to improve communication and collaboration with colleagues.
4. Receive Feedback: Request feedback from supervisors, colleagues, and service users to identify areas for improvement and make necessary adjustments.

Timeline:

- Within the first six months, complete at least one communication workshop and engage in active listening practice regularly.
- By the end of the first year, actively participate in at least two team-building activities and seek feedback from colleagues.
- Continuously work on improving communication and interpersonal skills throughout the two-year period.

Conclusion:

In the next two years, I will focus on enhancing my leadership skills and improving communication and interpersonal abilities. By setting clear goals and actionable steps, I am confident that I will develop and achieve these targets, which will not only benefit my personal growth but also positively impact the quality of care I provide in the health and social care sector. Regularly reviewing and reassessing this Pdp will help me stay on track with my goals.

Task 4 - reflection on my SWOT presentation assessment

On the 7th of July 2023 I presented my SWOT presentation. The purpose of the presentation was both to help me self reflect effectively and actively show my understanding of this reflective model.

Thoughts and feelings

Prior to my presentation I felt mixed feelings. I had feelings of excitement and confidence but on the other hand I felt underprepared due to the fact that I had not ran through my presentation as if I was prevention or with any audience. This feeling instilled fear of my presentations outcome. If I had practiced my presentation with an audience present they would have been able to assist in

identifying any problems within my presentation. This lack of preparation left me with more negative than positives prior to presenting.

I found that while I was presenting my assignment, I had a rush of nerve relief, my lecturer is someone who I feel comfortable and confident presenting in front of and although she did not help me help cushion my presentation in any way, her belief in my ability to precession successfully aided with my presentations outcome.

I found that when I was presenting my slides, a lot of new additional information would come into play. For instance I was using additional examples of using my opportunities to overcome threats, this left me feeling more capable and confident in what I was presenting.

Strengths

During the presentation I believe I displayed confidence even when I may not have felt so confident in my performance. Due to not all my slides being very informative or very clear. I showed clear communication when I went into further detailed explanations. Through me further explaining I showed my true understanding of SWOT and its benefits. By doing this my lecturer could see my level of understanding of this reflective model.

Although I believe I did well in my presentation I can acknowledge where I didn't do so well. I know that my explanations of the slides in the order I presented them in as not great. By this I mean there were instances where I had to rewind slides to explain a missed point or expand a current point I was making.

I believe that this was a result of nerves that had me speeding through the slides and missing out on information causing me to circle back and explain as I could not continue to new information without the explanation and understanding of prior points. I believe that my lack of presenting preparation caused this. If I had intentionally practiced my presentation with an audience these faults could have been avoided.

I used my confidence to imply that these actions made were not faults but indeed the process in which I was presenting the slides.

Opportunities

The SWOT present in itself was very helpful in identifying my personal strengths, weakness, opportunities and threats that I may or may not have been aware of prior. From doing this I can now update my smart goals and targets effectively.

After this presentation I feel more confident and excited to carry out future presentations.

Threats

The only threat I can identify was my nerves which was a result of lack of preparation. Through the process of presenting I found that my confidence helped override that nervous feeling.

With feedback from lecturer and my own personal reflections I now where were I went wrong and where I did well. I can improve my presentation delivery for both me and those I might be presenting to. This can be done through more inclusivity or better visuals.

Conclusion

To conclude my SWOT presentation was a good teaching moment and way to reflect through learning and displaying my understanding of this reflective model. I have gained a new skill of self reflection. I look forward to future presentations and using SWOT in other areas of my life.

Importance of Effective Communication in Health and Social Care – task 5

Effective communication is a fundamental aspect of providing high-quality care in the health and social care sector. It involves the exchange of information, thoughts, and feelings between individuals, ensuring that the needs of service users are understood and met. This report examines the critical role of effective communication in promoting positive outcomes for both care providers and recipients.

.Enhancing Patient-Centred Care:

Effective communication empowers healthcare professionals to understand the unique needs and preferences of their patients. By actively listening and engaging in open dialogue, care providers can develop personalised care plans, taking into account the individual's cultural, social, and emotional context. This person-centred approach promotes trust, cooperation, and overall satisfaction with the care received.

Building Strong Relationships:

In health and social care settings, relationships built on trust and empathy are crucial. Communicating with compassion and respect fosters a supportive environment where service users feel valued and comfortable expressing their concerns. Such relationships lead to better cooperation, adherence to treatment plans, and improved overall health outcomes.

Supporting Emotional Well-being:

Health and social care often involve dealing with emotionally challenging situations for both care providers and service users. Effective communication allows individuals to express their emotions, fears, and anxieties, enabling care providers to offer appropriate support and reassurance. This empathetic approach contributes to the emotional well-being of both patients and care providers.

Promoting Informed Decision-Making:

Open and transparent communication is vital for informed decision-making in healthcare. When patients and their families fully understand their conditions, treatment options, and potential risks, they can actively participate in shared decision-making. This collaborative process fosters a sense of autonomy and control, leading to more effective and personalised care plans.

Improving Team Collaboration:

In the health and social care sector, teamwork is essential for delivering comprehensive care. Effective communication within interdisciplinary teams ensures that all members are well-informed and working towards common goals. Regular meetings, clear communication channels, and

respectful interactions enhance team dynamics and foster a collaborative and supportive work environment.

Conclusion:

Effective communication is the cornerstone of successful health and social care practices. It allows healthcare professionals to connect with their patients, understand their needs, and provide personalised care. By promoting trust, collaboration, and empathy, effective communication leads to improved patient outcomes, better team dynamics, and overall excellence in healthcare delivery. As the health and social care landscape continues to evolve, emphasising and continuously refining communication skills remain integral to delivering high-quality care and creating positive impacts on individuals' lives.

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