

Module: Professional Development within Health and Social Care

Assignment Title: Personal Development Portfolio

Module code: LCHS4009

Assessment - 2

Iosiv Dumitru

Student ID: 2425451

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Introduction

The foremost aim of this assessment is to assess the skillset which are required for the health and social care job role. After that, this describes the skillset gaps and how they can be recognised with some of the easy steps. This will also uncover the selected key areas which are necessary for the job role. This will also be used by the ERA reflective model to assess the experience of individuals.

Task 1

Identify a job role that you want to apply for.

Identify the key skills required. Explain how you meet the required skills.

There are some of the required skillsets for the job role of healthcare support worker, such as communication, empathy, teamwork, adaptability and positive attitude. The communication skillset is very required for the job role of healthcare support worker because they have to communicate with patients about their problems and issues, which they are facing, they also need to communicate with families of patients and healthcare professionals, which is why they have to meet this skillset. Empathy and compassion are also essential for nurturing patients in the NHS because they need support and care from any person to resolve their issues (Moran *et al.* 2010). Showing genuine care and understanding to the patients can also help with their needs and feelings and make them connected with any individual. The teamwork skillset is also needed for cooperating with healthcare professionals and other staff to make the patients feel better through the support of this job role. Working collaboratively can directly help to provide holistic care support to the patients and create effectiveness. Adaptability is also essential because the individual has to change their preference and adjust quickly according to the changing circumstances and provide support to those patients who are dependent on them (Sargent, 2023). I can meet these skillsets by practising them and taking courses on these required skillsets. Through getting courses, I will get a blueprint that how I will improve these abilities to become more effective and sufficient for the job role of Healthcare support worker. I can also meet these skillsets by experiencing them practically and understanding their requirements practically, which will help me sustain my proficiency in this field and establish a position for myself in this field. By learning these skill sets, it will become very easy for me to coordinate with staff and patients, I can make those patients feel connected with their staff, and that will be useful for my further career and growth opportunities at the NHS organisation.

PDP plan

Skills to improve	Actions taken	Measurement of success	Timeline
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Time management skill	To improve my time management skillset, I will need to focus on some areas which could help me to improve this skillset effectively, and these actions can be attending workshops, taking courses and prioritising my tasks as per their needs and requirements. It will properly help me to maintain my time and deadlines.	For measuring the success of my work, it will be necessary to utilise the KPI methods and their numerous factors, which will help me to identify which areas have been improved and which areas need more priority to improve and enhance. Through KPI metrics, I can measure my performance in different steps and factors which will be significant for my growth and success in my desired job role. I can also measure its success through meeting deadlines; if I am able to meet deadlines easily, then it will be a success for me.	It will take 3 months to learn.
Teamwork skill	The teamwork skillset will be improved through coordinating with team members and communicating with them in a transparent way. I can also take the help of my friends to enhance this teamwork skillset.	Success in this skillset can be measured through tracking progress and monitoring my activities. If I am able to communicate and present my thoughts properly in front of my friends or team members, then it will be significant for me. This learning path will help me to keep myself on track and work according to the requirements.	This can take 4 months to enhance this skillset.
Collaboration skillset	The collaborative skillset can be	I can measure success in this skill set through using 360-	This skill set will take

	enhanced through attending seminars and networking with people. Coordinating with team members can also help me to enhance my collaborative skillset.	degree feedback from my peers and teachers. I can also take instructions from multiple sources, such as the supervisors, peers and direct reports, on behaviour which can help me to enhance my success and growth.	around 5 months to improve.
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Prepare three possible interview questions and how you will respond to them.

Question 1 - *Describe your strengths and weaknesses.*

Response - There are some areas in my personality which are my strengths and help me to pursue my career goals. My strengths are communication skills, empathy, responsibility and maintaining positive relationships, which are crucial for my job role. There are also some of my areas which need improvement, such as time management, teamwork and collaborative skillset.

Question 2 - *Why did you prefer this job role?*

Response - I preferred this job role of healthcare support worker because I love to provide mental support to the patients and their families, I can easily connect with them and provide a sense of positivity. Through my positive attitude, I can help them to overcome their health disorder and make the well as soon as possible, and that is why I am preferring this job role. I have a deep interest in this, and I want to pursue a further career in this field.

Question 3 - *What are your further career goals?*

Response - I want to sustain my career in the NHS organisation and achieve a significant job role in the health and social care field.

Task 2

Introducing field

In the world, the health and social care industry is one of the most important industries as it is attuned to the well-being of humans as well as the well-being of an economy. Thus, to ensure operational efficiency in this aspect, the individuals working in the aforementioned industry require optimum skills. Communication is one of the key skills that must be facilitated by individuals looking to have a breakthrough in the industry.

Concept of Effective Communication

Communication is the act of exchanging ideas, information and emotions between two or more entities. In that sense, communication also includes the stage of receiving feedback based on the shared ideas. Therefore, it can be understood that communication becomes a strong pillar for developing various kinds of relationships between individuals or entities, both in personal and professional life. The effectiveness of communication depends on various factors like openness, empathy, clarity of the message and feedback role play. Besides, non-verbal communication ways like body language and facial expressions are also important in effective communication, aligned with verbal communication (Fatih *et al.* 2025).

Communication Importance in Health and Social Care

In the field of health and social care work, communication is viable as well. There are various individuals in this field, each associated with different parts of their work to deliver value to the patients. In that manner, communication makes it possible to share knowledge between the patients and social care workers, general practitioners or health care specialists. Improving the flow of information between these parties results in effective delineation of values to the patients and solving their issues as fast as possible (Vermeir *et al.* 2015).

As the importance of communication in the field of health and social work was identified, the focus also deepened on making the health and medicine ecosystem as efficient as possible for both patients and the care providers. For elderly people, effective communication serves as a way to understand their worries with empathy and patience. Empathy makes it possible for caregivers and health workers to care for the elderly patients as their loved ones and improve their overall experience. Moreover, other communicational ways like touch, smile and head nod are equally viable in enhancing the treatment of elderly patients (Sharkiya, 2023).

Many scholars have agreed that the quality of communication between patients and providers is one of the reasons that can either make the results of the care better or worse. Effective communication includes active listening, explaining complex things in simple words and motivating the patients to look after their health. All these contribute to the overall enhancement of the quality of the care received by the patients. For the context of the communicatively vulnerable patients, these qualities from a caregiver make the healthy journey of such improvement by a large margin (Jenstad *et al.* 2024).

Conclusion

Communication has been identified to be a method for individuals to share their ideas with others. The same approach is seen in the health and social care industry, where aspirants to work in this industry need effective communication to become a pivotal part of their respective companies and contribute to the value-delivering process towards the patients.

Task 3

Reflection

I have completed a project based on my personal strengths and developed skills. Also, I have identified my weak areas. It is important to construct a reflection to analyse the entire gathered experience to detect the gaps and areas for improvement. This can also help in recognising the developed areas to utilise in the right way. ERA is an effective model to analyse the personal experiences gathered to explore the feelings while conducting the project, analysing personal performance, etc. All these can help in gaining personal feedback to improve performance. The **ERA model** includes three key stages to analyse the gathered experience. The covered stages are experience, reflection and action. The **experience** refers to the description of personal feelings and reactions through the experience. This can also help in evaluating weaknesses and strengths. This is effective in elaborating on the included actions in the project. **Reflection** is the second component of this framework. This helps in venturing into personal thoughts while completing the project (Robinson, 2022). I can become aware of the learning from the experience by analysing the gained experience. This stage helps in unfolding the unknown personal matter. On the other hand, **action** is the final phase of this model. This is effective in constructing a suitable and effective plan based on the improved areas to eliminate or reduce the weaknesses. This plan can be built through the SMART framework. This can help in managing future situations efficiently with better performance (Libguides, 2025). I have accomplished a project of personal SWOT analysis to identify my personal strengths, along with potential threats and possible opportunities. Also, I have built an effective plan to improve my employability to gain more opportunities, utilising my strengths and mitigating weaknesses. I was confident and excited while conducting the project. I have described my strengths and weaknesses to identify the threats and growth opportunities. I have chosen the job of healthcare support worker. I have analysed and measured the important strengths and skills to achieve my career goal. I have recognised that I have **improved communication skills**, which have helped me in conducting open discussions with customers as well as team members to reduce miscommunication and understand their individual and personal perspectives. I have **acquired empathy skills**, which help me to become efficient in taking care of patients and connecting with them. In addition, these developed skills help gain customer trust. I am efficient in teamwork with collaboration with the group members. On the other hand, I **lack** certain skills, including **time management** and **critical thinking skills**, which restrict me from handling work pressure and identifying prioritised tasks, along with making suitable decisions. I have made an efficient plan to improve my weak areas. I will be focused on meeting my career goal. I will conduct a variety of activities in the healthcare sector to **gather**

experience and improve my time management skills. Also, effective **training programs** and widening personal aspects can help me improve my critical thinking skills. These can help in improving performance quality and efficiency and move forward towards the chosen career path of becoming a healthcare support worker.

Conclusion

The overall assessment has focused on identifying the required skillset for the health and social care field, and the PDP plan to achieve that. It has also provided three interview questions, ways to develop skill gaps, and then the ERA reflective model to define experience.

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