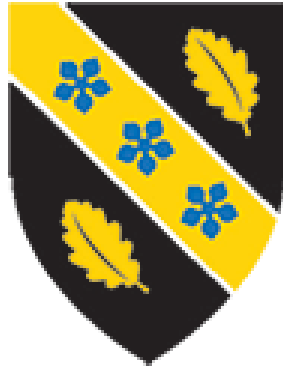


University of Wales Trinity Saint David



Program: Health & Social Care

Title: Personal Development Portfolio

Module Code: LCHS4009

Module: Professional Development within Health and Social Care

Name of Student: Shahzada Mahmood Ul Hassan

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Table of Contents

Curriculum Vitae	3
Personal Statement	5
(a): SWOT Analysis	6
(b): Personal Development Plan (PDP)	8
Reflection on the Personal Development Plan	9
Critical Reflection Using Gibbs' Reflective Cycle (1988).....	10
Critical Reflection on LCHS4009 Component 1 Presentation: Problem Solving in Health and Social Care	10
Description	10
Feelings.....	10
Evaluation.....	11
Analysis.....	11
Conclusions and Action Plan.....	11
References.....	12

Curriculum Vitae

SHAHZADA MAHMOOD UL HASSAN

Email: shahzada@email.com

PERSONAL PROFILE

Proactiven and Compassionate Professional seeking a Care Coordinator position in Cera Care, UK. Possesses broad experience in the customer service, security, leadership and coordination of daily operations, excellent communication, organisational and problem-solving skills. Committed to deliver person centered support, confidentiality and to work collaboratively to promote the best outcomes for service users.

KEY SKILLS

- Co-ordinated person centred support and care.
- Excellent communication and interpersonal skills.
- Safeguarding, confidentiality and awareness of GDPR.
- Good record keeping and report writing.
- Leadership, team- working and prioritization of workload.
- Equality, diversity and inclusive practice.

EMPLOYMENT HISTORY

October 2007 – October 2009

Security Officer | CSU Security, Amsterdam, The Netherlands

- Ensured people's safety and wellbeing by responding calmly to incidents and emergencies.
- Made correct incident reports and kept confidential records.
- Collaborated with colleagues and emergency services to effectively resolve issues.
- Obeyed organisational policies, risk management procedures and health and safety guidelines.
- Established positive relationships by communicating with the public with respect.

February 2006 – August 2007

Assistant Store Manager | Super de Boer, Amsterdam, The Netherlands

- Responsible for coordinating staff, delegated tasks and services, and ensured that these were delivered efficiently.
- Addressed customer issues in a professional manner with good service delivery.
- Kept proper records, tracked inventory and provided operational reports.
- Learned to transfer leadership, organisation and communication to care coordination.
- Worked in a diverse team, promoting inclusion and collaboration.

1998 – 2004

Real Estate Agent | Islamabad, Pakistan

- Established and maintained effective working relationships with a range of clients.
- Evaluated client's requirements and offered personalised guidance and advice.
- Kept confidential information and documentation of clients.
- Managed appointments, prioritised workload and negotiated well.

EDUCATION & PROFESSIONAL DEVELOPMENT

- Basic Safeguarding Awareness
- GDPR and Confidentiality Awareness
- Mental Health Awareness
- First Aid Awareness
- Willing to undertake the Care Certificate
- Dutch Language Course, ROC Amsterdam, The Netherlands (2004–2006)
- Security Officer Training Course, ROC Amsterdam, The Netherlands (2006–2007)

COMPUTER SKILLS

- Microsoft Outlook, Word, Excel, PowerPoint and FrontPage.

ACHIEVEMENTS

- Recognised for professionalism, reliability, strong communication skills and the ability to build positive relationships while working in customer-facing roles.

REFERENCES

Ms Wafa Nasir

Email: W.nasir@uwtsd.ac.uk

Personal Statement

I am a highly motivated, organised and dependable person looking to become a Care Coordinator in the Health and Social Care industry. My long term career goal is to work towards having a successful career where I can be making a difference to the lives of people by ensuring that they can have high quality, person centred care. I am dedicated to ongoing education and growth and am eager to help an organisation that appreciates compassion, teamwork and superior customer service.

My previous role has been outside the Health and Social Care sector but I have gained a broad spectrum of transferable skills which are of great relevance to the Care Coordinator position. As an Assistant Store Manager, I was able to organize the daily activities, manage employees, assign tasks, record information and ensure that services were performed effectively. These duties further developed my organisational skills, planning abilities and time management all of which are critical to coordinating care services, planning and managing schedules and supporting clients and care staff.

My experience as a Real Estate Agent also improved my communication, negotiation and relationship building abilities. Regularly involved in various client groups, listened and offered professional counsel to others based on their needs and ensured high level of customer satisfaction. They have helped me to communicate effectively with service users, families and multi-disciplinary professionals, ensuring that individuals get appropriate support.

The role of Security Officer further honed my skills of being able to stay cool in stressful situations, evaluate situations rapidly and act appropriately and professionally during stressful situations. This role involved being alert, accountable and able to adhere to organizational procedures all of which are desirable attributes when ensuring the safety and wellbeing of service users.

I am in secondary education and have also done a course for Security Officer and a Dutch Language Course, which shows my desire to learn and acquire new skills. To undertake a career in Health and Social Care I will be ensuring I am able to undertake further professional training to include the Care Certificate, Safeguarding, Mental Health Awareness, First Aid and GDPR. I feel that ongoing professional development is important to provide safe, effective and person centred care.

My personal strengths are excellent communication skills, reliability, adaptability, teamwork and a strong work ethic. I am confident with using Microsoft Office applications and I have good administrative and organisational skills which allows me to keep good records, arrange appointments and organise information effectively. I am also compassionate, patient and respectful and value respect, dignity and equality when supporting others.

I feel that my transferable skills, my drive to learn and my true passion to assist and guide people make me a good fit for the Care Coordinator position. I want to play a positive role in your organisation delivering effective care coordination, promoting the delivery of high quality services and helping to improve services experienced by service users and I am keen to continue developing my skills and knowledge within the Health and Social Care sector.

(a): SWOT Analysis

Strengths	Weaknesses
• Excellent communication and interpersonal abilities gained as a Real Estate Agent and Assistant Store Manager. • Excellent organisational and time management skills developed by coordinating staff, schedules and daily operations.	• Slightly limited direct employment experience within the Health and Social Care industry. • Few or no knowledge of health and social care legislation, policies and care planning procedures in the UK.

• The capacity to perform under pressure and take decisions, gained whilst working as a Security Officer. • They need to be good leaders, have teamwork skills and be able to solve problems with experience managing staff and interacting with customers. • Able to use MS Office, keep records accurately and assist in administration.	• At present no formal Health and Social Care qualification. • Not much experience collaborating with multidisciplinary health care teams. • Low awareness of organisation's use of electronic care management systems.
Opportunities	Threats
• Take the Care Certificate and complete training in mental health awareness, first aid and GDPR as well as safeguarding. • Work in a placement or volunteering in a lower level care position. • Develop the role of Senior Care Coordinator/Care Manager through ongoing training and development. • Build up specialist expertise on care planning, safeguarding and person-centred care. • Develop professional contacts with health and social care organisations and training providers.	• Competition for Care Coordinator jobs is high. • Regular changes in health and social care legislation and regulatory requirements. • Previous experience in the care sector might give candidates a competitive edge. • High workloads and emotionally challenging situations might be a challenge. • Career opportunities may be impacted by economic factors or a lack of employees in the care field.

(b): Personal Development Plan (PDP)

Development Goal	Actions	Timescale	Monitoring & Evaluation
To build understanding of the Health and Social Care legislation and Care Coordination procedures.	Ensure Care Certificate is completed and complete training in Safeguarding Adults and Children, GDPR and Mental Health Awareness and the care act 2014. Explore care planning processes and care principles.	Within 6-12 months	Track progress by completion of training certificates, self-assessment and tutor/supervisor feedback. Engage in reflection on confidence of implementing the principles of legislation and care coordination in learning activities.
Develop the practical experience and enhance professional skill.	Gain experience by volunteering or undertaking an entry level care placement. Acquire communication, record keeping, scheduling, teamwork and care coordination abilities through the support of experienced professionals.	Within 12–18 months	keep a reflective learning journal and seek frequent input from supervisors, assess against performance evaluations. Make note of accomplishments and provide suggestions for future growth.
Progress towards a successful career	Complete further Continuing	Within 18–24 months	Keep a CPD portfolio, update my

as a Care Coordinator.	Professional Development (CPD) training courses in safeguarding, leadership, awareness of dementia, communication skills and first aid. Seek Care Coordinator positions and refresh professional learning with workshops and online learning.		CV regularly, review my career goals every 6 months and assess their success based on completed qualifications, positive feedback from employers, and successful job applications.
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Reflection on the Personal Development Plan

This personal development plan is designed to help me attain my career objective of being a Care Coordinator. For the next two years, I will be consolidating professional knowledge and further developing my practical experience across a range of skills in order to coordinate high quality and person-centred care. I will develop my confidence and competence in the Health and Social Care sector through recognised training, practical experience and Continuous Professional Development.

I will track my progress on an ongoing basis by keeping a professional development portfolio, documenting what qualifications I have taken and considering feedback from supervisors and mentors. I will also conduct a review of my goals every six months to see if they are still attainable and relevant with respect to my career goals. This will enable me to deepen my knowledge, further develop my organisation and communication skills and enable me to move forward in my career in senior care coordination or management. I want to be an effective, compassionate and competent Care Coordinator, who will make

a positive contribution to the delivery of safe, effective and person-centred care through ongoing learning and self-evaluation.

Critical Reflection Using Gibbs' Reflective Cycle (1988)

Critical Reflection on LCHS4009 Component 1 Presentation: Problem Solving in Health and Social Care

The Gibbs' Reflective Cycle (1988) offers a systematic framework for reflecting on experiences and consists of six steps: Description, Feelings, Evaluation, Analysis, Conclusion and Action plan. I have used this model to consider my LCHS4009 Component 1 presentation on Problem Solving in Health and Social Care. This reflection has been useful to assess my performance, think about the feedback I have been given by my lecturer and what I can do to improve in the future.

Description

In my presentation I touched on the concept of problem solving in Health and Social Care and explained how professionals in the health and social care sector utilise problem solving skills to find problems, gather information and make informed decisions to enhance the quality of the care that they provide (Gibbs, 1988). I emphasised communication, team working, critical thinking and evidence based practice in tackling problems in the health and social care sector. I also incorporated examples for practice to illustrate how problem solving can promote patient safety and person-centred care.

I presented the work on time and achieved all the learning outcomes. My lecturer said that my presentation was well organised, informative and had good understanding of the topic. The PowerPoint presentations were easily comprehensible and well structured. My lecturer, however suggested that I get more confident when speaking and be more in touch with the eye contact of the audience and less on the text of the slides when speaking.

Feelings

I was nervous before the presentation because I did not have a lot of confidence in speaking in public. I had thought thoroughly about my presentation and rehearsed it a

number of times but I was concerned that I would forget something. As I spoke, the more confident and comfortable I became. I was happy that my lecturer gave me feedback and recognised my preparation and knowledge. As I was doing this, I realized that I had to get better as a presenter and communicator (Koshy et al., 2017).

Evaluation

I feel that my presentation went well as I was able to present the topic well with relevant examples and a logical structure throughout. I used time well and had a good awareness for problem solving in Health and Social Care. I prepared the questions before I went and had a quick run through with them and was able to confidently answer their questions and effectively communicate the main points.

But I could also see a few things I needed to improve on. Read too much, not talked from the heart, less interaction with the audience. I was not always making eye contact and seemed very nervous which led to a lack of confidence, especially at the start of the presentation. The overall impact of my presentation was diminished because of these weaknesses.

Analysis

The feedback I received from the lecturer enabled me to realise that it's not just about the content of a presentation, it is about how effective a presentation can be. Empowerment, communication skills and engaging the audience are also crucial. The skills are important in Health and Social Care as they interact with different teams, families and service users routinely (NMC, 2018). When reflecting on my own presentation, I realised the significance of problem-solving skills in the workplace. Health and social care workers need to analyse situations, explore the potential of the options and come to appropriate conclusions that will help to ensure safe and effective care. This has shown that reflection is a useful problem solving tool in itself, since it promotes ongoing learning and professional development (Cottrell, 2017).

Conclusions and Action Plan

I think this presentation has overall been a great learning opportunity, I have learned how to approach problem solving and I have gotten better at making presentations. I was well prepared but I could improve my confidence, eye contact and presentation delivery but have a good knowledge of my subject.

I will be using short cue cards to speak without over-reliance on my slides and I will practise that to make future presentations better. I will practice in front of peers/family and seek input about my communication. I am also going to be taping my practice sessions to assess my body language, eye contact and voice projection. I will continue to develop my problem-solving skills using case studies and reading more of current Health and Social Care literature. I will make myself into a more confident presenter and a more effective future Health and Social Care worker through these strategies (Gibbs, 1988; Koshy et al., 2017).

References

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3. Gibbs, G. (1988) *Learning by Doing: A Guide to Teaching and Learning Methods*. Oxford: Further Education Unit, Oxford Polytechnic.
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5. Nursing and Midwifery Council (NMC) (2018) *The Code: Professional Standards of Practice and Behaviour for Nurses, Midwives and Nursing Associates*. London: NMC.
6. Schön, D.A. (1983) *The Reflective Practitioner: How Professionals Think in Action*. New York: Basic Books.