

REFLECTION ON MY CAREER DEVELOPMENT

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**CERT HE SKILLS FOR THE
WORKPLACE
HEALTH AND SOCIAL CARE**

**PROFESSIONAL CAREER
DEVELOPMENT**

BMSW4005

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**UNIVERSITY OF WALES
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INTRODUCTION

This report is about the recruitment process from the research of a job and defining the relationship between employers and employees. When researching a job as personal career development is essential to have clear the own qualities and what the organisation is looking for from the candidates.

EMPLOYMENT RELATIONSHIP

"All businesses operating within the UK must follow specific regulations put in place to protect their employees' rights to fair treatment." ("Employer Rights and Responsibilities in The UK - Croner")

Regulation

- Health and social care Act 2012
- Equality Act 2010

(NHS, England)

- Employment rights Act 1996
- Employment Act 2008
- Health and safety at work Act (HSWA) 1974
- Working time regulation Act 1998

In the UK both employers and employees have rights and responsibilities towards each other, and specific laws and acts as the above are in place for this reason, to regulate working contracts and employment relationships (Willis, 2019).

Employer's responsibilities

The first responsibility of an employer under the British law, is to guarantee a healthy and safety environment for all the employers and people involved in the business. Every employer must inform their employees about risks in the workplace and how to protect themselves by instructing and training the workforce. The liability of the employer is regulated under the law, and according with the Health and Safety Act employers must provide risk assessment, over five employees is mandatory to have a written health and safety policy, nominate a health and safety representative.

Is also employer's duty to provide to all the employees a clean and safe environment at work including protective clothes, PPE (Personal Protective Equipment), first aid equipment and drinking water (Health and Safety Executive).

Every employer has the responsibility to pay to the employees at least the national minimum wage that is different depending on the kind of job or qualification. And provide regular payslips including clear breakdown for pay (including statutory payment and holiday pay) and deductions (including the National Insurance, income tax, and if applicable pension and student loan)

Under the working time regulation Act, employers must provide:

1. The right number of paid holidays every year, depending on the kind of contract. For a full time is at least 28 days per year.
2. The average of working hours per week is 48 for a full time but it can change depending of the contract and must be agreed in writing between both the parts.
3. Offer at least 20 minutes of rest time every six hours worked to all the employees.

4. Depending on the time the employees has been working for the company, at least one week notice if the worker is in the company for less than two years and two weeks if is more than two years.
5. Provide to all eligible workers a statutory sick pay, redundancy and maternity or parental leave.

It is also protected under the Equality Act and against the law the individual discrimination as gender reassignment, marriage or civil partnership, race, pregnancy, religion, or sexual orientation.

Employee's responsibilities

As employees there are also responsibilities to follow towards the company or business you are working for. And this includes to provide a faithful service to the employer, avoid any kind of competition against the business in the time of the employment, follow the contract and obey to lawful and reasonable orders, offer all available skills and knowledges to fulfilling the assigned role in the company, be honest and avoid passing confidential information regarding the business and the people involved, take care and regard to employer's properties if using them.

Is also a fundamental duty of the employee, regarding Health and Safety in the workplace, to follow and attend training provided by the employer, cooperate, and not interfere with the measures provided from the employer in terms of health and safety, and report any risk hazards observed in the workplace (Wolny, 2019).

RECRUITMENT AND SELECTION PROCESS

The recruitment and selection process has four key stages to follow:

1. Defining job requirements
2. Planning a recruitment campaign
3. Attracting candidates
4. Selecting candidates

Advertisement

When advertising a job role is important to clarify the job description including scope, duties, tasks, responsibilities, working conditions and qualifications required.

During the recruitment selection as employer is important to predict which persons are qualified for the job using efficient methods and sources, effective to produce enough suitable candidates and fair during the selection process deciding on the merit and not on other characteristics as age, sex or race. As mentioned in the employer's responsibilities is also protected under the Equality Act 2010 the recruitment process.

During the role play assigned in week 9 I have applied for a Social Worker Assistant role answering to an advertisement from Betterteam.com.

The job has been described as the research from the company of a dedicate and compassionate person to join the team as social worker assistant with the following responsibilities:

- Assisting social workers in their daily tasks
- Assessing and providing the type of help needed for the clients
- Determine with the social workers treatment plans
- Supporting clients and their families in care facilities and daily tasks
- Researching and coordinating community services as food stamps and medical aids
- Supporting clients completing paperwork applications for assistance
- Provide transports for clients
- Organising group activities as support sessions, games, or exercises classes
- Filing assessments and documenting clients' behaviours
- Maintain rosters of relevant agencies for support

Preferred requirements for the role are a bachelor's degree in social work, social sciences, human services or related. Experience in social work may be advantageous, as experience with assessment tools and data entry software.

In the main time I have been the recruiter for my partner, she was applying for a Support Worker role. I have introduced myself as the recruiting team manager of Magic Life, looking for a support worker in one of our supported living accommodations. After having analysed her application form and found in her CV the right skills and qualifications I have found in her the essential requirement for this role.

Support worker person specification:

- Ability in supporting individuals in physical activities
- Ability remaining calm in challenging situations
- Ability to identify and manage stress level and seek help when needed

- Teamworking skills and communication
- Able to deal with own initiative
- Ability to follow guidelines and support plans

I have researched on-line what are the top interview questions used by recruiter for this type of job and chose five questions to ask during the interview

1. Why do you want this support worker role?
2. Tell me about a challenging experience you have had and how you overcame it.
3. How do you continue to develop and grow in this changing support work field?
4. Tell me about a time you worked as part of a team to help a client.
5. What are your strengths and weaknesses?

(Indeed.com, 2022)

And finally, I have answered to her questions about opportunities to progress in the company and the salary based on qualifications and experiences.

Interview

When preparing for an interview, we have already processed three important steps as the job-seeking process, researching and applying. In the job application form we can demonstrate in written what our skills are and show which qualifications we have and experience. But at the interview we must be able to make the difference as many other potential employees can have the same qualifications or more.

Before the interview is better to research about the company and prepare a list of questions, we may have about the position we are applying for and the organisation. And include in the research the main questions an interviewer can ask to us and practice as many as we have because we cannot be 100% sure what they will ask us.

After practicing answers another key step is to prepare the appearance, as we have learned about the non-verbal communication the appearance makes an enormous difference. The best interview uniform is wearing a suit to give a professional appearance. But it does not mean that we must buy expensive clothes, what is important is to appear tidy and clean, remember how first impression count.

Reduce as much as you can the nervousness, arrive 10 minutes before the time of the interview, reduce the high pressure feeling and maintain a calm appearance. During the interview maintain eye contact with the interviewer, sit up straight and avoid speaking too quick (Maund, Schriek, Thinkler 2017).

CAREER DEVELOPMENT

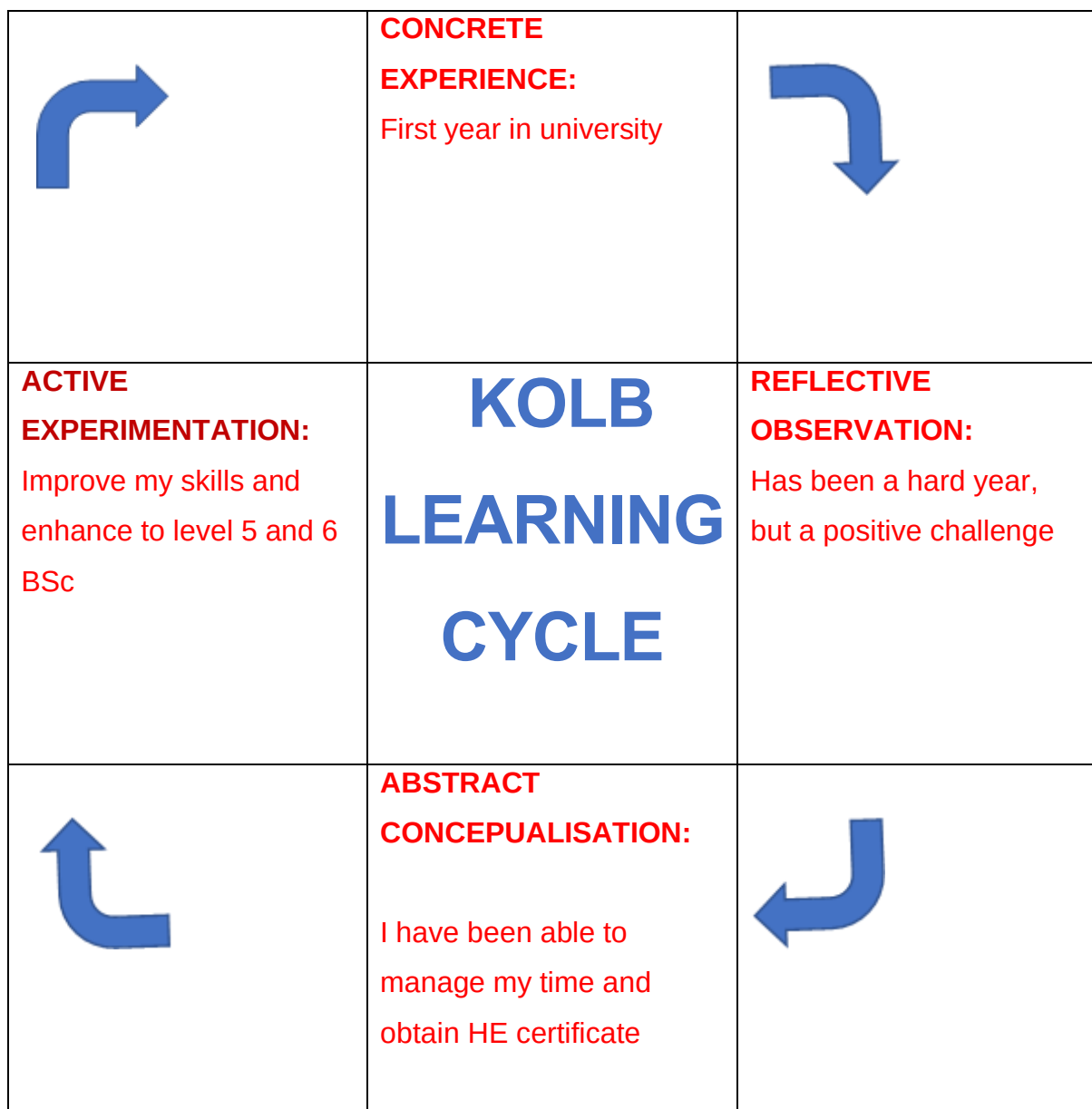
Reflecting on my career development I want to focus on my previous experiences in health and social care setting. I have already achieved a good grade of satisfaction and qualification completing in 2009 the equivalent of an NVQ level 3 in my country.

My career in health and social care has started as support worker in care homes and I have enhanced being an independent care assistant supporting elderly in their own homes.

My next step is to develop my skills and knowledges to become a social worker, I have analysed what my strengths and weaknesses are and which opportunities or threats I have using the SWAT table below

SWAT

STRENGTHS • Passionate in my job • Empathy • Honesty • Patient • Reliability • Perseverance	WEAKNESSES • Shyness • Memory • Digital skills and use of technology
OPPORTUNITIES • Continue my studies • Lecturers support • Career development	THREATS • Time/working hours • Age • Health conditions



(Kolb, 1984)

I have also used the KOLBS' LEARNING CYCLE (1984) to define the learning steps to achieve appropriate qualifications for a career in social work.

PDP

When planning a career development, we must focus on what our goals are and what resources we need to achieve them, including skills.

As the duty of an effective social workers is to help individuals of diverse backgrounds and situations, some of the 'must' skills are empathy, communication, and organization.

According with the Indeed Editorial Team (2022) other skills extremely important for a social worker are the following:

- Technical knowledge
- Writing
- Collaboration with other practitioners
- Boundary setting
- Patient
- Active listening
- Knowledge of intervention
- Evaluation

In my personal development plan attached, I have identified some skills I want to improve and how.

CONCLUSION

The job research is a crucial step in our career development to find the right place we want to work after the learning period in university. It is the time to demonstrate what we have learned and give us professional satisfaction.

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APPENDIX

[job application form completed.docx](#)

[PDP Template edited.docx](#)