

MODULE TITLE: PROFESSIONAL CAREER DEVELOPMENT
IN HEALTH AND SOCIAL CARE

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ACKNOWLEDGEMENT OF AI USE: I CONFIRM THAT I HAVE NOT USED AI TO
COMPLETE MY WORK.

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INTRODUCTION

Portfolio is the written work that demonstrates learning, reflection and personal development. This portfolio is a collection of three activities that are connected to professional development in health and social care. The work is devoted to my target job, Health Care Assistant, my primary skill development, and reflection on the presentation. The portfolio demonstrates the way I am accumulating the knowledge and skills that will be used in future practice.

TASK 1. PERSONAL ACTION PLAN FOR A HEALTH CARE ASSISTANT ROLE

The chosen job position is Health Care Assistant Band 3 in Stockport NHS Foundation Trust. The work entails personal care, communication, proper record keeping, cooperation, and proper management of time. Kindness, confidentiality, professionalism and knowledge of pre and post operative care are also required in the position. According to the job description, the Health Care Assistant assists patients in a hectic gynaecology ward and performs under the guidance of registered professionals (Stockport NHS Foundation Trust, 2024).

[Sector](#) > [Job list](#) > [Job details](#)

Job summary

Main area:
BAND 3 - HEALTH CARE ASSISTANT

Grade:
Band 3

Contract:
Permanent: will include day and night shifts

Hours:
Full time - 37.5 hours per week

Job ref:
362-A-25-7640950

Employer:
Stockport NHS Foundation Trust

Employer type:
NHS

Site:
Jasmine Ward

Town:
Stockport



Health Care Assistant Band 3

Stockport NHS Foundation Trust

There are lots of good reasons to choose to come and work at Stockport NHS Foundation Trust. A dynamic integrated Trust with integrity and vision. Exactly the same qualities you'll see in yourself. Stockport NHS Foundation Trust aims to be the organisation of choice for patients and an employer of choice for staff. In order to continually improve all aspects of our patient experience, we rely upon having a highly skilled, motivated, diverse, productive and patient focused workforce.

Stockport Foundation Trust is one of four 'specialist' hospital sites in Greater Manchester. Being a 'specialist' hospital will enhance our general surgery, anaesthetics, critical care and emergency medicine for the benefit of people in Stockport, High Peak, Cheshire and across Greater Manchester.

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Figure 1. Job advertisement (Source:nhsjobs.com, 2025)

The principal competencies that are required in the job are effective communication, caring, collaboration, time management, and safe care delivery. This role involves communication since the Health Care Assistants have to aid patients who feel anxious in the healing process. Effective communication is associated with an increased quality of care as it assists the staff in comprehending demands and acting in a safe way (O'Hagan et al., 2022). I satisfy this need since I am a good communicator, a good listener, and adjust to various circumstances. My experience of presentations also taught me to rehearse to explain things in a more organized fashion and control my language that gives me confidence in a care setting. Empathy is one of the prerequisites. The existing literature indicates that caring behaviour enhances patient satisfaction and trust (Durkin et al., 2021). I satisfy this need since I am

patient and respectful in my support of others. This is because kindness and adaptation to diverse environments are my strengths. The qualities fit the Trust requirements under compassionate professional behaviour.

This is also a role that requires teamwork. Health Care Assistant has to collaborate with nurses, doctors and support staff. High team performance is also associated with fewer mistakes in hospitals and better patient outcomes (Reeves et al., 2021). I fulfil this need since I am cooperative with colleagues in group work and can be depended on to participate in academic assignments. I react well to criticism and I spread the burden.

The other important skill is time management. The position needs one to be able to set priorities to work with a busy gynaecology ward. Good time management enhances patient safety and lessens the stress of medical personnel (Thomas and Donnelly, 2022). Partly, I satisfy this requirement. I do work in time, although I do have some problems when a number of assignments happen simultaneously. This is one of the aspects that I would like to be stronger. It is also important in keeping accurate records. Good documentation will contribute to continuity of care and minimize risks associated with missing information (Jones, 2022). I also qualify with this requirement as I am careful when working on written tasks and I am keen to detail.

The identified gaps in skills are confidence in communicating with patients, management of stressful time, and very little experience in a healthcare setting. I should also enhance my skill of prioritising activities in times of peak. As the job description goes on to argue, the Health Care Assistant has to be able to change according to the evolving needs of the patients. I would like to develop more competencies in this direction.

Table 1. Personal Development Plan.

DEVELOPMENT GOAL	ACTIONS TO ACHIEVE THE GOAL	SUPPORT NEEDED	OUTCOME MEASURE	TIMESCALE	EVIDENCE OF PROGRESS
Improve time management in fast paced care settings	Create daily task lists. Break tasks into smaller steps. Use timers to stay focused on each task. Practise prioritising tasks in class activities.	Guidance from tutor on workload planning. Support from peers when practising task organisation.	Weekly tasks completed on time. Better control of workload.	Eight weeks	Fewer missed deadlines. Clearer organisation in assignments.
Build confidence in communication with patients and staff	Practise speaking in small groups. Take part in short class presentations. Record short practice answers for interview style questions.	Attend communication skills workshops. Request feedback from tutor to check clarity.	Greater confidence when speaking. Clearer answers in class discussions.	Ten weeks	Tutor feedback. Self reflection notes. Improvement in spoken English.
Increase knowledge of gynaecology care and post operative needs	Complete NHS online modules on infection control, observations, and manual handling. Read introductory texts on gynaecology nursing.	Access NHS Learning Hub. Guidance from lecturers on useful reading.	Stronger understanding of ward procedures. Better knowledge of patient needs.	Twelve weeks	Training certificates. Notes from reading. Better accuracy in written tasks.
Gain practical experience in care settings	Apply for voluntary roles in community support or hospital-based care. Attend open days or shadowing sessions when possible.	Support from university careers service. Advice on voluntary applications.	Practical exposure to patient care tasks. Greater awareness of Health Care Assistant responsibilities.	Three to six months	Supervisor notes. Reflective entries. Increased confidence in care activities.

Possible Interview Questions and Responses

Question 1. What is your compassion level when attending to patients in the crowded ward?

Response. I remain relaxed, listen attentively, and pay attention to the needs of the patient. I ensure that they feel secure and honoured. The studies have revealed that compassion enhances trust and aids recovery (Durkin et al., 2021). I would also make every effort to pay maximum attention to a patient within the timeframe they require even on a busy day.

Question 2. Describe an occasion when you were forced to prioritise.

Response. Sometimes I used to have multiple deadlines very near in the course of my studies. I made a list, arranged the work into small sections and prioritized the tasks that are the most important first. This assisted me in being organised. This experience equipped me with considerations to prioritize care activities in a safe manner.

Question 3. What is your experience working in a team in a clinical ward?

Response. I follow directives of senior employees and communicate easily. Safe care and a decreased amount of mistakes are associated with teamwork (Reeves et al., 2021). I help others when they require it and question when I am not sure in order to make no mistakes.

TASK 2. ACADEMIC REPORT ON TIME MANAGEMENT IN HEALTH AND SOCIAL CARE

A fundamental competence of the Health Care Assistants in hospitals is time management. In the job role of Band 3 Health Care Assistant at Stockport NHS Foundation Trust, it is initially necessary to be able to prioritize the tasks, react to the changing needs of patient care, and support other employees working at a busy ward in the gynaecological ward. According to the job description, the Health Care Assistant will have to adjust to the workload pressures and perform scheduled care in a safe and timely manner. According to recent research, proper time management can help to ensure patient safety and minimize stress in health personnel (Thomas and Donnelly, 2022).

The overall time management is the skill of organising work, managing the workload, and reacting to the pressure in a systematic way. This skill is backed by safe delivery of personal care, observations, record keeping, and communication in the health care field. Studies indicate that time mismanagement is a risk factor associated with care delays and some of the care activities that are missed due to poor time management include documentation or nutrition assistance (Bridges et al., 2022). Organising an activity as such aids in high patient care standards.

The needs of every patient are varied including mobility support, hygiene support, pain issues, or recovery checkups. This fact implies that the Health Care Assistant should recognize the tasks that should be addressed the first. This is referred to as prioritisation. Prioritisation enables the staff to address urgent needs promptly and yet complete routine tasks. In one recent study, strong prioritisation skills by the staff have been observed to decrease the duration patients wait and establish a more harmonious ward routine (Ritchie and Rees, 2023). Time management is also good because it minimizes confusion and promotes better communication. This minimizes the possibility of errors and enhances continuity of care. Studies on teamwork in hospitals care settings indicate that communication and task planning by all hospital team members contribute to patient safety and decreased stress among hospital staff members (Reeves et al., 2021).

Another field that time management has an impact on is record keeping. Health Care Assistant has to register the observations, personal care activities, and patient issues. Late documentation also impacts on the precision of clinical documentation and may lead to the absence of information. According to Jones (2022), the timely documentation enhances communication within the team and aids the safer decisions.

Time management is also applicable to Health care assistants when dealing with post operative patients. Such patients have very rigid timetables of monitoring, nutrition, mobilisation, and pain management. Activities should be achieved in proper time to achieve recovery. The studies of surgical wards demonstrate that the longer the monitoring or

mobilisation is delayed, the more dangerous it becomes, as an infection or slow recovery may happen (Whitehead et al., 2021).

Time management skills assist in the emotional wellbeing of the staff. Planned routine health workers are less stressed and more confident in their ability to cope with the complex tasks. An examination of early career care workers revealed that time planning led to lower levels of anxiety and confidence in facing unpredictable situations (Ahmed and Patel, 2022).

Planning, task lists, communication and structured routines are some of the strategies that support time management. Employees who divide work into small segments deliver care in a more uniform manner. Effective communication is also a plus, as employees will be able to distribute tasks between themselves, and no one will be doing the same job. It is proven that these straightforward strategies can assist new care workers to adapt to the speed of hospital care and enhance competence in the course of time (Thomas and Donnelly, 2022).

TASK 3. GIBBS REFLECTIVE ANALYSIS

Description

The presentation was based on a SWOT analysis associated with my personal development with regard to health and social care. I also shared my strengths, weaknesses, opportunities and threats and explained how they will impact my future development as a Health Care Assistant. I used slides in presenting the content in which I defined, explained and discussed my experiences. The lecturer affirmed that my comprehension was sound, but I had to be more critical. He further told me that there were points that I needed to be explained with more clarity in order to demonstrate how my strengths contribute to my growth.

Feelings

I was also nervous before presenting as I do not speak English as the first language and I am afraid of making mistakes in front of other people. I was also concerned about losing main points. I am also more comfortable during the presentation as I had prepared my slides beforehand. I was motivated by the fact that I noticed that classmates were attentively listening. I was ambivalent when I was getting feedback. I was happy that the lecturer realised my competency. Another thing that disappointed me was that my critical analysis was weak.

Evaluation

My presentation structure was the positive aspect of my presentation. The concepts were presented in a logical sequence, and the description of my strong and weak aspects was appropriate in accordance with the task requirements. I demonstrated the knowledge of how my personal attributes help me grow. The level of analysis was the negative one. I also stated what my strengths and weaknesses were but did not discuss in depth as to why they are important and how they influence my performance in various circumstances. The studies on reflective practice indicate that analysis must involve more critical thinking about the causes of experiences and their implications to future behaviour (Jasper, 2021).

Analysis

The commentary was in line with typical difficulties of young learners in introspective assignments. Gibbs believes that reflection must entail questioning of causes and effects to get to greater learning (Gibbs, 1988). I have explained events in my presentation without getting into them extensively. This lowers the worth of reflection since it eliminates effective connections of experience and enhancement. It also indicates that reflective activities in health education can contribute to skill development only in cases when students are able to apply theory to their own behaviour (Moon, 2021).

My communication was also influenced by nervousness. Research indicates that anxiety causes lower clarity and confidence when delivering a presentation and lessens the ability to converse naturally (Smith and Khawaja, 2021). This is the reason why I over-depended on my slides. This could be alleviated by more practice in giving speeches to people.

The feedback given by the lecturer regarding further explanation was critical towards my growth. Health Care Assistants should have reflective skills to learn through practice, comprehend the needs of patients, and enhance performance (Ellis, 2022).

Conclusion

I demonstrated a good preparation and understanding. I should better my critical thinking and confidence during speaking. I also have to be less dependent on the slides. These gaps were identified by the feedback of the lecturer.

Action Plan

I am going to write brief notes to be used in presentations in the future so that I do not read out of slides. To enhance my ability in analysis, I will research on reflective writing materials. I also will request feedback on draft reflections with my lecturer. It is backed by research that confidence and reflective ability increase with time due to regular practice and feedback (Jasper, 2021).

CONCLUSION

My action plan, report on academic skills, and reflective analysis are united in the portfolio. Every activity made me realize my best and my weaknesses. The assignment helps me in the future profession as a Health Care Assistant and builds my confidence in communication, time management and reflective learning.

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