

asma

by Asma Batool

Submission date: 26-Jul-2023 03:56AM (UTC+0100)

Submission ID: 210683954

File name: 40052_Aasma_Batool_asma_504319_635173362.docx (325.93K)

Word count: 2179

Character count: 12810



ASSIGNMENT TITLE: PORTFOLIO



27 JULY 2023

1

ASMA BATOOL (2211906)

Module: Professional Development within Health and Social Care.

Module Code: LCHS4009

Lecturer Name: Hajra Mustasim

Table of Contents

Task 1	2
Task 2	5
Job Advertisement	5
COVER LETTER	6
TASK 3	7
Plan for Personal Development (PDP):	7
Academic Writing Skill:	7
Time Management:	7
TASK 4	8
Gibbs Cycle of Reflection	8
Description:	8
Feelings:	8
Evaluation:	8
Analysis:	8
Conclusion:	9
Action Plan:	9
Task 5	9
A skill I have Learnt:	9
Empathy	9
References:	10

Task 1

ASMA BATOOL

CONTACT

14

Address: 678 WALSALL ROAD,
GREAT BARR, Birmingham,
West Midlands B42 1EY

Address: 678 WALSALL ROAD,
B42 1EY, GREAT BARR,
Birmingham, West Midlands

Phone: 01213583033,
07405022942

PROFESSIONAL SUMMARY

Skilled Event Supervisor, successful at driving event planning business development and growth. History prioritizing events' needs and working with sales and marketing teams to meet events' booking targets. Eager to bring talent and ability to a growing organisation. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

Email:

2211906@student.uwtsd.ac.uk

8

Committed Care Assistant offering proven success in care roles. Priorities patient well-being, safety, and dignity through conscientious care and support. Dedicated to achieving positive outcomes by delivering excellent patient care.

SKILLS

- Care management
- Elderly care
- Customer service expert
- Problem solver
- Administrative support
- Complaint handling
- Customer sales support
- Workflow management
- Multi-tasking
- Monitoring events planning trends

WORK HISTORY**Event Supervisor, 09/2022 to Current****Troy Media** - Birmingham, West Midlands

- Planned large-scale events such as trade shows, conferences, and meetings.
- Promoted company mission and available services through diverse social media platforms.
- Led vendor negotiations to obtain cost-effective services and products.
- Analyses event needs to outline and define scope of services and project requirements.
- 13 Fostered relationships with local and national wedding suppliers to obtain the best price, quality and delivery of products.

Health Care Assistant, 01/2019 to 08/2022**Mach Care** - Birmingham, West Midlands

6

- Met with patients and families to discuss care plan adaptations, seeking continual improvement.
- 5 Aided service users in everyday activities, such as washing and dressing, ensuring constant safety and effective care.
- Vigilantly checked changes in physical and mental health, reporting deterioration to senior carers for urgent attention.
- 5 Safely escorted patients during medical appointments and hospital visits.
- Ensured safe, secure living conditions for service users, reducing risk and enhancing quality of life.

Customer Service Representative, 02/2011 to 12/2018

Cosmo Enterprises LTD - China

- Aided ⁷ customers with varying questions using product knowledge and service expertise.
- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
- We answered customer telephone calls promptly and improved on-hold wait times.
- ¹⁹ Employed active listening and product ability to successfully resolve inbound queries.
- ¹¹ Resolved customer issues effectively, using strong interpersonal skills and conflict resolution techniques.
- Managed high-volume customer queries simultaneously through effective multitasking.
- ¹⁸ Aided customers with additional retail services, including alterations, special orders and item loans.
- ¹⁷ Handled phone, email and social media enquiries with consistent customer service across multiple channels.
- ⁶ Processed inbound customer calls, supplying information on service or product upgrades.
- Maintained customer happiness with forward-thinking strategies focused on addressing needs and resolving concerns.

EDUCATION

A-Levels: Arts, 09/2005 to 08/2007

GOVT Degree College - Dadyal AJK

Bachelor of Arts: Arts, 09/2007 to 08/2009

University of AJK - Pakistan

¹ **NVQ Level 4: Health and Social Care, 09/2022** - ¹ **Health and Social Care, 09/2022** - Current ***University of Wales Trinity Saint David*** - Birmingham

Task 2

Job Advertisement

Qualified Social Worker (Adults) - Transitions

📍 Birmingham (B1), **Birmingham**

£ £25.00 - £30.00 per month

🏢 **Hays**

📄 Contract

📅 Recently



📧 Create alert

[Activate one-click apply](#) [What is one-click apply?](#)

☆ Save

New role in Birmingham for a Qualified Social Worker working with an Adults Transitions team, up to £30/hour

Your new company

You will be working for one of the largest local authorities in Europe
- Birmingham City Council.

Your new role

As a Qualified Social Worker, you will be working in Transitions and Preparation for Adulthood Service. You will be working city wide, with young people between the ages of 18-25. You will be working with young people who may have a Learning or Physical disabilities. Work will consist of Care Act Assessments, Capacity Assessments, Reviews, S117, DOLs, Legal Cases etc... The work is very rewarding, and you will receive regular supervision from a supportive team.

What you'll need to succeed

You must be a Qualified Social Worker, and be registered with Social Work England with a live PIN. You ideally would have had experience working in Transitions, but more importantly have experience working in an Adult Social Work and/or Social Care setting. You will be familiar with the 3 Conversation Model and Strength Based approach. You will have an understanding of how to complete Care Act Assessments.

What you'll get in return

You will have the opportunity to work for the largest council in Europe, and be able to work in a growing team where you will receive training and development. You will receive up to £30.00 per hour, depending on experience.

COVER LETTER

ASMA BATOOL

14 678 WALSALL ROAD, GREAT BARR, Birmingham, West Midlands B42 1EY 678 WALSALL ROAD, B42 1EY, GREAT BARR, Birmingham, West Midlands • H: 01213583033 • C: 07405022942 • 2211906@student.uwtsd.ac.uk

19 July 2023

RE: Social Worker, [Totaljobs/4423366], [25/07/2023]

Dear [MS, Sameena Khan],

3 Recently, I learned of [HAYS]'s opening for a new Social Worker and I am responding with hopes of being considered for this role. With a strong knowledge of your organization's mission and values, I am confident that my background and commitment will serve well in supporting the company's progress.

I strive to keep accuracy and consistency in task completion, individual performance and team goal-achievement, using acute attention to detail. Additionally, I offer personal effectiveness, communication and scheduling flexibility. My goal is to apply cognitive behavioral therapy and strategic planning to support increased efficiency. My background forms effectively handling a tough workload involving [elderly individuals, young kids, individuals with learning challenges, and individuals who have psychological issues]. I use a [person-centered] strategy for my employment, which involves trying to service consumers in a cool, practical manner to get the greatest results. I have also had experience working with primary care offices and psychological services to coordinate care. My time in [social aim/social work internships] has proven that I am

passionate about determining what works most beneficial for the person in question and constantly work to improve the outcomes for those who use the service. I can handle a tough workload.

4 Please review my attached resume which supplies additional details of my education and employment experience. I believe my creative problem solving and patient care abilities will supply an invaluable asset to your team. I would welcome the opportunity for an interview to further discuss the position and the ways in which I can positively impact [HAYS]'s growth.

Thank you for your time and consideration.

Sincerely,
ASMA BATOOL

TASK 3

Plan for Personal Development (PDP):

My personal development plan outlines the steps I'll take over the next two years to improve my talents.

1 Academic Writing Skill:

Academic skills are character traits and learning strategies that enhance our academic performance. They not only help us get ready for our careers, but they also keep us inspired, concentrated, and receptive to new ideas. Academic writing is "a tool used by the academic community across disciplines to organise ideas and facilitate scholarly conversations," according to Valdes (2019). These skills, however, go beyond those that are simply natural.

1 Time Management:

The ability to manage your time well is a crucial professional trait. We can priorities our tasks, complete our work on time, and keep our teachers and fellow students informed of our progress by organizing our daily tasks. In the end, having good time management skills can help us accomplish significant objectives and advance in our careers (Collins Dictionary 2020).

A list of essential tasks and actions must be created for the suggested goal to be carried out. I also need to use the 4D technique, delegate, set up a "to-do list" and an action plan, and enlist the assistance of my family to help with housework.

TASK 4

Gibbs Cycle of Reflection

Description:

I made the decision to join UWTSD (¹University of Wales Trinity Saint David) in a level 4 health and social care program of study. To demonstrate how my participation in the tasks associated with this course has increased my job potential, I wish to discuss my time at college with it in my reflection (Harvey & Vlachopoulos, 2020).

Because of this course, I now have the following employment skills. skills in reading and writing, taking notes, communicating, managing time, and most importantly, referencing. I consider my role in promoting the development of these abilities throughout the Gibbs cycle of reflection. The ability to conduct research has a significant role in a person's academic and professional achievement (Beddoes, 2015).

Feelings:

I think this proved to be a great learning opportunity as it helped me become more capable, mature, and autonomous. I can reach new levels if I push past what makes me at ease. As a result, I will be ready to challenge me by taking on new challenges. I felt a little apprehensive when I started delivering my speech, however once I moved through, my trust increased. The ability to collaborate is important because it enables me to learn new things. This is due to the possibility that being eager to socialize in an unfamiliar setting may force you to change your usual routine and allow for personal development.

Evaluation:

I remained capable to prove my abilities to the Lecturer. I am skilled at managing my time, so I make the most of each class period to cut down on homework time and give myself more time for other interests. Establishing timelines for the task and assuring I give the task sufficient attention allow me to take charge while collaborating with a group setting. Performance in an expanding institutional workplace requires excellent organizational abilities (Britton, 2017).

Analysis:

About the information I have been managed to keep during this course, I am going to go into greater detail. I have invested a lot of effort into honing my interaction and social skills, and this has aided in my interactions with individuals. I believe that going to university additionally provided me an opportunity to develop my capacity for analytical thinking and judgement. By assisting individuals in developing and honing relational, managerial, collaborative, interpersonal, presentation, conversation, and scheduling abilities, abilities that are employable assist students in establishing their professions (Nisha and Rajasekar a 2018).

We did a great job overall delivering our presentation.

I have also developed my critical analysis and decision-making skills. While I need to concentrate on my spoken communication, I think I have made improvements in how I handle time, effective study habits, and

Conclusion:

Following this experience, I now believe that I should concentrate on making things straightforward by using bullet points. I learned from this experience that giving a presentation while speaking quickly is not the best strategy. I should have used less words in my presentation as well.

Action Plan:

While working alongside teammates in the future, I will aim to strengthen my teamwork abilities to ensure the task is completed successfully. I will consider how to accomplish that as an educational goal for my forthcoming module.

Task 5

A skill I have Learnt:

Empathy

Compassion is a willingness to understand or feel something about someone else from their perspective of view. To find ¹² patients' true needs and correctly respond by providing individualized treatment, health practitioners must have a thorough understanding of patients' emotions, thoughts, and observations. One of the soft talents most sought after in the medical field is empathy. Psychiatry physicians, nurse practitioners, and social service providers are just a few of the healthcare workers who often use the term "empathy" in their work. Partnerships between medical professionals and those they treat are essential for keeping enough interpersonal relationships (Surbone, 2006). Health workers need to be understanding of both the suffering of patients and the uncomfortable circumstances that other people experience.

To supply specialized care, medical professionals must comprehend the ideas, feelings, and experiences of their patients.

² It has been demonstrated that medical practitioners that have an elevated degree of compassion perform better in terms of carrying out their duties in triggering therapeutic improvement. Since patients feel comfortable talking about their concerns and wants, the compassionate practitioner can relate to their requirements. Though the value of sympathy cannot be overstated, a disproportionately large number of physicians appear to find it challenging to incorporate an empathic interpersonal approach into their daily work. The large number of individuals in need that clinicians must handle, the lack of sufficient time, the emphasis on psychotherapy within the present educational system, as well as the absence of training in understanding, are just a few of the variables that adversely impact the creation of understanding (Sinclair *et al.*, 2016).

At the conclusion of the segment, I believe that my ability to collaborate well with others in my class and the professor has helped me to hone my ability to empathies. In every area of life, but especially during the health and social care industries, empathy is the key. Being sympathetic is crucial in sensitive professional relationships. Social workers must be kind to their clients. Showing consideration is crucial in every profession.

² Since patients feel comfortable talking about their concerns and wants, the compassionate professional can relate to their requirements (Moudatsou 2020).

. Although the value of empathy cannot be overstated, a disproportionately large number of health professionals appear to find it challenging to incorporate an empathic style of communication into their daily work. The large number of clients that experts must manage, a scarcity of sufficient duration, the emphasis on psychotherapy within the present academic culture, as well as the absence of learning in feelings, are some of the factors that adversely impact the rise of empathy (Sinclair *et al.*, ¹⁰2016).

References:

Beddoe, L. (2015) 'Supervision and developing the profession: One supervision or many?', *China Journal of Social Work*, 8(2), 150-163.

¹ Collins, dictionary. (2020) 'Time management definition and meaning | Collins English Dictionary', Available at: <https://www.collinsdictionary.com/dictionary/english/time-management> [Accessed 30/11/2022].

¹ Harvey, M. Vlachopoulos, P. (2020) 'What a difference a day makes: reflection retreats as academic development in higher education', *Journal of Further and Higher Education*, 44(3), 378-392.

¹ Valdes, O. (2019) 'What Is Academic Writing?' Available at: <https://www.thoughtco.com/what-is-academic-writing-1689052> [Accessed 30/11/2022].

¹ Nisha, S. M., Rajasekaran, V. (2018) 'Employability Skills: A Review', *The IUP Journal of Soft Skills*. Available at: <https://www.semanticscholar.org/paper/Employability-Skills%3A-A-Review-Nisha-Rajasekaran/0e1d430e41397a520c48ae42b45d0be823d1760e> (30/11/2022).

¹⁵ ¹⁶ Surbone, A. (2006) "Cultural aspects of communication in cancer care," in *Recent results in cancer research*. Springer Science+Business Media, pp. 91–104. Available at: https://doi.org/10.1007/3-540-30758-3_9.

⁹ Sinclair, S. *et al.* (2016) "Compassion: a scoping review of the healthcare literature," *BMC Palliative Care*, 15(1). Available at: <https://doi.org/10.1186/s12904-016-0080-0>.

ORIGINALITY REPORT

46%
SIMILARITY INDEX

19%
INTERNET SOURCES

2%
PUBLICATIONS

45%
STUDENT PAPERS

PRIMARY SOURCES

1	Submitted to University of Wales, Lampeter Student Paper	18%
2	Submitted to University of Worcester Student Paper	8%
3	Submitted to Kaplan University Student Paper	4%
4	Submitted to Henley College Coventry, Coventry Student Paper	3%
5	Submitted to Leading Healthcare Providers Skillnet Student Paper	2%
6	Submitted to University of Teesside Student Paper	2%
7	Submitted to University of West London Student Paper	1%
8	Submitted to University of Bedfordshire Student Paper	1%

9	Submitted to University of Southern Queensland Student Paper	1 %
10	Submitted to University of College Cork Student Paper	1 %
11	Submitted to Icon College of Technology and Management Student Paper	1 %
12	Submitted to Edith Cowan University Student Paper	1 %
13	Submitted to University of New South Wales Student Paper	1 %
14	directory.eastlothiancourier.com Internet Source	1 %
15	Submitted to University of Liverpool Student Paper	1 %
16	Submitted to Edge Hill University Student Paper	1 %
17	www.work.ua Internet Source	1 %
18	Submitted to The Robert Gordon University Student Paper	1 %
19	Submitted to The Open College Student Paper	<1 %

Exclude quotes Off

Exclude matches Off

Exclude bibliography Off