



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Name: Anastasiia Mukhina

Student ID: 2532071

Module Code: Academic and Employability skills

Modul: LCHS4001

Lecturer: Mark Kane

Submitted on: 22.04.2026

Table of Contents

1.1 Introduction.....	3
2 Social Worker in the Health and Social Care Field	3
2.1 Description of Social Worker in Health and Social Care.....	3
2.2 Explanation of Most Significant Skills Needed for Social Worker in Health and Social Care	4
3 Strategies for Skill Improvement for Social Worker	5
3.1 Three Strategies to Improve the Skills for Social Worker	5
4 Conclusion.....	6
5 Reference List	8

1.1 Introduction

Roles in health and social care are important because they help people stay safe, supported and included in society. One important role in this field is the role of a social worker in England. Social workers support children, families and other vulnerable people in difficult situations. This report focuses on the role of a social worker, especially in children and families social work. It describes the role and its duties, explains three important skills for this job, and discusses three ways to improve these skills. The report also shows why these skills are important for safe and effective care.

2 Social Worker in the Health and Social Care Field

2.1 Description of Social Worker in Health and Social Care

A social worker is important in health and social care because this role involves support, protection and decision-making. Social workers assess needs, identify risks, make support plans and work with professionals such as teachers, doctors and community services. They also help people access support and protect vulnerable individuals from harm. According to the NHS (2024), social workers support people, protect them and help them access services. The National Careers Service (2026) also explains that social workers protect vulnerable children and adults, support independent living, work with other agencies and keep accurate records. For example, a social worker may support a family when a child is not safe at home. These duties are important because they protect wellbeing and improve quality of life.

Several key skills are needed because the role is complex and people-focused. Important skills include communication, empathy and problem-solving. Communication is needed to speak clearly and listen carefully. Empathy is needed to understand people's feelings and situations. Problem-solving is needed because social workers often face difficult situations. For example, a social worker may need to speak with parents, understand a child's needs

and decide what support is most suitable. These skills are important because they help social workers provide safe, respectful and effective support.

2.2 Explanation of Most Significant Skills Needed for Social Worker in Health and Social Care

Communication is an essential skill for a social worker because the role depends on speaking, listening and sharing information clearly. Social workers need communication to understand needs, explain support and build trust with children, parents and other professionals. Good communication supports effective practice because people are more likely to share important information when they feel heard and respected. Kent County Council (2024) explains that social workers assess needs and work with people in complex situations, so clear communication is necessary. The National Careers Service (2026) also includes active listening and working well with others as important skills for this role. For example, when meeting a family for the first time, a social worker needs to ask suitable questions, listen carefully and explain what may happen next. This shows that communication is important because it helps social workers understand situations properly and give suitable support.

Empathy is another essential skill because social workers often support people who are worried, stressed or vulnerable. Empathy means understanding another person's feelings and responding with care and respect. This supports effective practice because it helps build trust and reduces the risk of judgement or misunderstanding. Thompson (2020) explains that people are affected by social factors such as age, gender, disability and ethnicity, so social workers need to understand individual experiences. The National Careers Service (2026) also identifies sensitivity and understanding as important for this role. For example, a parent in crisis may feel ashamed or frightened, and an empathic response can help that person feel safer and more supported. This shows that empathy is important because it helps social workers provide respectful and person-centred support.

Problem-solving is also essential because social workers regularly deal with difficult situations that need safe and fair decisions. The role often involves risk, uncertainty and the need to choose the most suitable support. Problem-solving supports effective practice because it helps social workers think clearly, consider options and respond to complex needs. Social Work England (2024a) explains that social work is based on values such as human rights, equality and social justice, so decisions must be practical and ethical. For example, a social worker may need to decide whether a family needs extra support from services or whether there is a serious safeguarding concern. This shows that problem-solving is important because it helps social workers make suitable decisions in difficult situations.

If these skills are weak, serious problems can happen. Poor communication can cause confusion and misunderstanding. A lack of empathy can make people feel ignored or judged. Weak problem-solving can lead to unsafe or unsuitable decisions. For example, if a social worker does not listen carefully, important information about a child's risk may be missed. If empathy is not shown, a family may stop sharing information. If decisions are poor, the wrong support may be given. These outcomes show that communication, empathy and problem-solving must be developed to protect people and maintain quality in health and social care.

3 Strategies for Skill Improvement for Social Worker

3.1 Three Strategies to Improve the Skills for Social Worker

One useful strategy for improving communication is regular practice with feedback. Communication improves when there are repeated chances to speak, listen and think about how clearly information is given. Feedback is effective because it helps identify strengths and weaknesses. Social Work England (2024b) explains that practice educators support learning and help develop skills in real practice settings. For example, a student social worker can practise speaking with service users during placement and then receive

feedback from a practice educator about tone, listening and clarity. This strategy is important because stronger communication leads to better understanding and better support.

A useful strategy for improving empathy is reflection linked with learning about social issues. Reflection is effective because it encourages careful thinking about reactions, attitudes and behaviour. Learning is also important because it helps develop understanding of the challenges people face in society. Thompson (2020) shows that discrimination and inequality can affect people at personal, cultural and structural levels, so social workers need a deeper understanding of people's experiences. For example, after meeting a family, a social worker can reflect on whether the response was respectful and whether any assumptions were made. This strategy is important because empathy grows when experience is combined with reflection and understanding.

A useful strategy for improving problem-solving is training through real cases and guided discussion. This is effective because problem-solving develops when difficult situations are analysed and different options are considered. Realistic cases help workers connect theory with practice and improve judgement. The NHS (2024) explains that social workers support people in difficult situations and help them access services, so decisions must be practical and appropriate. The National Careers Service (2026) also explains that employers may provide support such as regular supervision and training in the first year. For example, during training, a learner can study a safeguarding case, discuss possible actions and compare different responses with a tutor or supervisor. This strategy is important because stronger problem-solving leads to safer and more effective decisions in health and social care.

4 Conclusion

In conclusion, the role of a social worker is important in health and social care because it combines support, protection and professional judgement. This report has shown that social workers carry out important duties and need strong communication, empathy and problem-solving skills to perform the role effectively. It has also shown that these skills can be

improved through practice, feedback, reflection and training. Strong professional skills are essential for safe, high-quality support and help social workers provide better care for children, families and other vulnerable people.

6 Reference List

Kent County Council (2024) *Social workers*.

Available at: <https://jobs.kent.gov.uk/our-roles/adult-social-care-roles/social-workers>

(Accessed: 22 April 2026).

National Careers Service (2026) *Social worker*.

Available at: <https://nationalcareers.service.gov.uk/job-profiles/social-worker>

(Accessed: 22 April 2026).

NHS (2024) *Social worker*.

Available at: <https://www.healthcareers.nhs.uk/explore-roles/wider-healthcare-team/roles-wider-healthcare-team/clinical-support-staff/social-worker>

(Accessed: 22 April 2026).

Social Work England (2024a) *About social work*.

Available at: <https://www.socialworkengland.org.uk/about/about-social-work/>

(Accessed: 22 April 2026).

Social Work England (2024b) *Practice educators in social work education*.

Available at: <https://www.socialworkengland.org.uk/news/practice-educators-in-social-work-education/>

(Accessed: 22 April 2026).

Thompson, N. (2020) *Anti-discriminatory practice: equality, diversity and social justice*. London: Bloomsbury Publishing.