

Sociology and social care worker

[Sociology](#)



The role of the health and social care worker! Title Level Credit value
 Learning outcomes The learner will: 1. Understand working relationships in health and social care The role of the health and social care worker (QCF Level 3) 2 Assessment criteria The learner can: 1. 1 Explain how a working relationship is different from a personal relationship A working relationship is different to a personal one, in a variety of ways. In a working (professional) relationship, you have set rules to adhere to, and policies and procedures laid out by your employer.

You are held responsible/accountable for your actions. You do not let your personal opinions or feelings, affect the relationship. Your character and background are checked, via police (crb). You 'address' people differently, using their surname, or title, Dr for example. There are boundaries that should be recognised: personal space, ethics, not being 'familiar', or call service users 'love', for example Describe different working relationships in health and social care settings Different types of working relationships could include: person in need of support person's family person's friends colleagues manager advocates Other care professionals.

Be able to work in ways !"# Describe why it is important to adhere to the 1 The role of the health and social care worker that are agreed with the employer agreed scope of the job role In your working relationship, you agree to follow: Job description Outlines responsibilities, duties, to which the person is responsible, working hours and rates of pay. Policies Gives a broad outline for the way people should work and identifies the boundaries, and will often relate to laws.

Procedures Goes alongside policies and explains in detail how to perform day-to-day activities. Access full and up-to-date details of agreed ways of working It is important to work to the agreed scope of your role as it is part of your employment contract. Also you should only do tasks that are agreed in that contract, and that you are trained and qualified to perform. For instance if you are not medically trained, then you should not undertake any duties with a service user, that require specialist medical training.

For instance if you were asked to change a catheter bag, and had not been trained to do this, you may cause harm to the service user, and you would be accountable for this, not just your employer. NEVER undertake any task that you have no experience or training in, if that task could cause injury or harm to yourself or others. If you work beyond your capabilities, you are putting people at risk. Implement agreed ways of working By reading your job description, and obtaining an up to date copy, you are aware of your responsibilities for your role.

By reading your organisational current policies and procedures, you are aware of HOW you should undertake your duties, and respond in 2 The role of the health and social care worker different situations. Ensure that your organisation keeps there policies up to date, as new legislation relating to the care of others, is being amended and updated constantly. It is no good working to policies that are 5 or 10 years old, as they may not reflect your responsibilities under current standards and legislation 3. Be able to work in partnership with others.

Explain why it is important to work in partnership with others To improve partnership working, it is important that all staff work as a team, to provide a

continuous service to their clients. Being able to accept constructive criticism, shows that you value the other colleagues opinions, and also that you are willing to accept that the other person may have a valid point. Demonstrate ways of working that can help improve partnership working \$"! Identify skills and approaches needed for resolving conflicts Working in partnership with more experienced colleagues, can benefit you personally as well as the service you are delivering.

As you can learn new skills and knowledge, that in turn improves your service delivery. When working in partnership with colleagues or other professionals, it is important that you update and maintain service user files, so that all staff and outside professionals, are aware of the current needs and wishes of the service user. \$"\$ Demonstrate how and when to access support and advice about: partnership working It is important to the care of the service user, that changes are reported to the right people. Working in partnership means that you may contact a 3.

The role of the health and social care worker physiotherapist to arrange a visit, as you have noticed that since their ' stroke', they are weaker on the one side, for instance. You may ' pass on' information to the service users social worker, that the service users finances are not covering essential needs, since the service users daughter became responsible for handling the service users finances. This may indicate a case of ' financial abuse', which would need to be investigated further. Partnership working within a social care practice should mean the same to all.

That the service user is at the centre of all you do, and that any decisions made are for the benefit of the individual resolving conflicts To resolve <https://assignbuster.com/sociology-and-social-care-worker/>

conflicts, you should identify what the conflict is, make yourself aware of the facts, and invite those concerned to discuss their issues, provide a quiet and confidential setting, and act as mediator between the individuals who are in conflict. You should identify possible compromises to resolve the conflict, and agree terms and timeframes, in which to achieve the compromises.

Observe the situation and arrange a follow up meeting, to assess if the agreed measures are rectifying the conflict. 4 The role of the health and social care worker Additional information about the unit NOS ref HSC 23 HSC 227 Unit purpose and aims This unit is aimed at those working in a wide range of settings. It provides the learner with the knowledge and skills required to understand the nature of working relationships, work in ways that are agreed with the employer and work in partnership with others.

Assessment This unit must be assessed in accordance with the Skills for requirements or guidance Care and Development QCF Assessment Principles. LO 2 and 3 must be assessed in a real work environment. Agreed ways of working include policies and procedures where these exist; they may be less formally documented with micro-employers Others may include:

- Team members and colleagues.
- Other professionals.
- Individuals who require care or support.
- Families, friends, advocates or others who are important to individuals.