

Understanding the role of the social care worker

[Business](#), [Work](#)



1. Understand working relationships in a care setting.

1. 1 Explain how working relationships are different from a personal relationship; a working relationship is different because of boundaries, in a personal relationship you have a different approach to your partner than you would to your colleague.

1. 2 Describe different working relationships in a social care setting; you work with a variety of different people in the work settings; i. e doctors, family members and colleagues.

You work with a doctor when an individual becomes ill or has a fall. You work with family members to let them know about their family member in your care. You work with colleagues as part of the job to care for a large number of individuals.

2 Understand the importance of working in ways that are agreed with the employer.

2. 1 Describe why it is important to adhere to the agreed scope of the job role;

It is important to adhere to the agreed ways of the job role set by the employer as this sets out boundaries in your job role, enables you to know your role and responsibilities. Knowing your own level of competence and skills, knowing your job description.

2. 2 Outline what is meant by 'agreed ways of working'; By following the companies policies and procedures based on safety guidelines.

2. 3 Explain the importance of full and up to-date details of agreed ways of working; By receiving a up to-date job description and reading it you know if you are the right person for the job. You would know if you had the right qualifications and experience the company is looking for and you would know what they expected from yourself.

3 Understand the importance of working in partnership with others

3. 1 Explain why it is important to work in partnership with others; It is important because if nobody worked in partnership the nobody in the care setting would know how to communicate and pass on information on each individual and they would be less confident in the work place.

3. 2 Identify ways of working that can help improve partnership working;

Team work.

Questionnaires can increase communication skills. Ringing other landings.

Make what you say clear so you can get your point across.

3. 3 Identify skills and approaches needed for resolving conflicts; The ability to be quiet and listen. To be able to listen to other people's points and opinions and to be considerate of them.

3. 4 Explain how and when to access support and advice about; Partnership working: in the workplace generally speaking, support and advice about working through and learning how to resolve conflicts would come from a person with more experience in the company such as head of department.

Resolving conflicts: openly discuss differences in a calm and rational manner. For example, when having heated professional discussions with

colleagues avoid rising to challenges or suggestions that you are incorrect or ask colleagues to listen to you and respect your opinions, but also respect their opinions.