Unit 6: Understand the role of the social care worker

Unit code:	A/602/3113
QCF Level 2:	BTEC Specialist
Credit value:	1
Guided learning hours: 9	

Unit aim

This unit is aimed at those who are interested in, or new to working in social care settings. It provides the knowledge required to understand the nature of working relationships, working in ways that are agreed with the employer, and working in partnership with others.

Unit introduction

This unit gives individuals an understanding of the role of a social care worker in a variety of settings. Learners will investigate the differences between a working relationship and a personal relationship and consider the different working relationships to be encountered in social care settings. The unit examines the importance of adhering to the agreed scope of the job role and provides an understanding of what is meant by agreed ways of working. The importance of full and up-to-date details of these is emphasised in the unit. Partnership working is examined in detail, together with the skills and approaches to support the learner in resolving conflicts. The unit also examines how and when to access advice and support about working in partnership and the resolution of conflicts.

Learning outcomes and assessment criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit.

On completion of this unit a learner should:

Learning outcomes	Assessment criteria
1 Understand working relationships in social care settings	1.1 Explain how a working relationship is different from a personal relationship 1.2 Describe different working relationships in social care settings
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 2.2 Outline what is meant by **agreed ways of working** 2.3 Explain the importance of full and up-to-date details of agreed ways of working
3 Understand the importance of working in partnership with others	3.1 Explain why it is important to work in partnership with **others** 3.2 Identify ways of working that can help improve partnership working 3.3 Identify skills and approaches needed for resolving conflicts 3.4 Explain how and when to access support and advice about: • partnership working • resolving conflicts

Unit content

1 **Understand working relationships in social care settings**

Working relationship: a relationship with a work colleague; the nature of a professional relationship; concept of team-working; working within agreed guidelines; working towards common goals with a shared purpose; a business relationship

Personal relationship: a relationship with a friend, family member or within a social group; interpersonal relationship; romantic relationship; based on love, liking, family bond or social commitment

Different working relationships in health and social care settings: relationships between co-workers (eg colleagues); between worker and manager (eg supervisory); relationships within teams (eg care-planning team); between different health and social care workers (eg nurse and care assistant); relationships between different professionals (eg health and social care worker and legal advocate); professional relationships with others (eg families of individuals)

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

Adhere to the scope of the job role: job description as part of a contract of employment; legal responsibility; defined roles and responsibilities; professional commitment; understanding expectations of the job; understanding professional boundaries and working within professional limitations; accountability; used as a means of assessing performance within the job (eg for appraisal purposes)

Agreed ways of working: access full and up-to-date policies and procedures that relate to the responsibilities of the specific job role eg health and safety, safeguarding, equal opportunities and inclusive working, security; implement agreed ways of working eg in relation to infection control, anti-discriminatory practice, safety and security, dealing with emergency situations, moving and handling

3 **Understand the importance of working in partnership with others**

Partnership working: importance of professional relationships with team members, colleagues, other professionals, individuals and their families; importance of communication; agreed ways of sharing information; concept of power sharing and empowerment; nature of professional respect; understanding different roles and responsibilities; different professional expectations; multi-agency and integrated working; improving partnership working through effective communication and information sharing; collaboration and team-working; multi-agency team meetings and conferences; main principles of 'No Secrets' (2000) for multi-agency working in health and social care

Resolving conflicts: skills and approaches needed for resolving conflicts eg managing stress, remaining calm, being aware of both verbal and non-verbal communication, controlling emotions and behaviour, avoid threatening others, paying attention to the feelings being expressed as well as the spoken words of others, being aware of and respectful of differences, developing a readiness to forgive and forget, having the ability to seek compromise, seeking resolution,

being specific with communication, trying not to exaggerate or over-generalise, avoiding accusations, importance of active listening

Access support and advice: knowing how and when to access support and advice about partnership working eg in relation to sharing information, issues about confidentiality, confusion about roles and responsibilities, professional limitations or expectations, understanding professional boundaries; understanding agreed ways of working for seeking out support; knowing how to access support eg through manager or supervisor, professional organisation, independent advisory organisations; knowing how and when to access support and advice about resolving conflicts eg in relation to professional disagreements, issues with individuals or their families, conflict with colleagues or managers; knowing how to access support eg through mentoring support, employment counselling, independent advisory organisations, trade unions

Essential guidance for tutors

Delivery

The unit should be delivered by a suitably qualified and experienced tutor who has an understanding of partnership working within the sector and resolving conflicts between working partners. Learners will require some taught input but opportunities for role play, simulated activities and discussion will enhance learning and provide opportunities to examine issues in detail.

Outline learning plan

The outline learning plan has been included in this unit as guidance and can be used in conjunction with the programme of suggested assignments.

The outline learning plan demonstrates one way of planning the delivery and assessment of this unit.

Topic and suggested assignments/activities and/assessment
Introduction to unit and programme of assignments.
Learning outcome 1: Understand working relationships in social care settings
Taught session; differences between working and personal relationships; class discussion.
Taught session; different working relationships in health and social care; class discussion.
Assignment 1: Professional relationships   Produce a leaflet explaining the differences between working and personal relationships and describing the different types of working relationships in social care.
Learning outcome 2: Understand the importance of working in ways that are agreed with the employer
Taught session; adhering to the scope of the job role; groups discussing various job-role descriptions and feeding back conclusions.
Taught session; agreed ways of working with learners making notes.
Taught session; implementing ways of working. Class discussion.
Assignment 2: The job role   Produce a set of information sheets that describe the importance of adhering to the scope of your agreed job role, outline what you understand by 'agreed ways of working' and explain the importance of having full and up-to-date details of these
Learning outcome 3: Understand the importance of working in partnership with others
Taught session on partnership working. Class discussion, (session 1).
Taught session on partnership working. Class discussion, (session 2).

Topic and suggested assignments/activities and/assessment
Taught session; conflicts that may arise. Class discussion.
Taught session; resolving conflicts; learners working with case studies to demonstrate understanding and feedback.
Simulated activities/role play to apply the skills and approaches learned previously. Class plenary.
Guest speaker; accessing support and advice; question-and-answer session.
Assignment 3: Working partners Produce a report that includes all of the following: a) The importance of working in partnership with others (explanation). b) Ways of working that will help to improve partnership working (identification). c) Skills and approaches for resolving conflicts (identification). d) Sources of help and support in partnership working and resolving conflicts (explanation).
Review of unit and programme of assignments.

Assessment

The assessments for this unit may take a variety of forms, and the suggested programme may be adapted to meet local needs or to meet the needs of particular groups of learners. Tutors should ensure that learners demonstrate a clear and objective understanding of the importance of partnership working with reference to the course content, rather than unjustified opinions. Learners may produce a list of the ways of working which will improve partnership working and also the skills and approaches required to resolve conflicts. A full explanation of the sources of help and support and how they are of assistance in supporting partnership working and resolving conflicts is required in order to meet the unit requirements. Tutors should ensure that the correct operative verbs are included in all assessments, for example outline, identify, explain and describe.

Programme of suggested assignments

The table below shows a programme of suggested assignments that cover the criteria in the assessment grid. This is for guidance only, and it is recommended that centres either write their own assignments or adapt Edexcel assignments to meet local needs and resources.

Criteria covered	Assignment title	Scenario	Assessment method
1.1, 1.2	Professional relationships	Your manager has noticed your excellent presentation skills and has asked you to produce a leaflet on the differences between personal and working relationships for learners who are coming into social care for work experience.	Leaflet
2.1, 2.2, 2.3	The job role	As part of their qualification, learners on work experience are required to obtain information on aspects of the job role in adult social care.	Information sheets
3.1, 3.2, 3.3, 3.4	Working partners	As a senior care worker in a day centre for adults with learning disabilities, you have been asked by the city council to produce a report on partnership working and the resolving of conflicts in adult social care.	Report

Essential resources

Learners will require full access to library facilities including relevant text, professional journals and magazines, ICT and CDROM. Presentations from members of the social care profession dealing with conflict resolution would be of benefit to learners.

Indicative resource materials

Textbooks

Burgess C, Pritchatt N and Shaw C — *S/NVQ Level 2 Health and Social Care: Easy Steps* (Heinemann, 2007) ISBN 9780435465278

Glasby J and Dickinson H — *Partnership Working in Health and Social Care (Better Partnership Working)* (Policy Press, 2008) ISBN 9781847420169

Journals

The Community Care magazine

The Nursing Times

Websites

www.puttingpeoplefirst.org.uk	Putting People First
www.skillsforcareanddevelopment.org.uk	Sector Skills Council for Care and Development