Unit 6: The Role of the Health and Social Care Worker

Unit code:	HSC 025
Unit reference number:	J/601/8576
QCF level:	2
Credit value:	2
Guided learning hours:	14

Unit summary

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.

This is a mandatory unit in both the Edexcel Level 2 Diploma in Health and Social Care (Adults) for England (QCF) and the Edexcel Level 2 Diploma in Health and Social Care (Adults) for Wales and Northern Ireland (QCF).

Assessment requirements

This unit must be assessed in accordance with the Skills for Care and Development QCF Assessment Principles. Learning outcomes 2 and 3 must be assessed in a real work environment.

Assessment methodology

Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Content

1 **Understand working relationships in health and social care**

Roles in health and social care: range of roles in health and social care eg adult social worker, paramedic, care manager, nursery worker, occupational therapist

Working relationship: a relationship with a work colleague; the nature of a professional relationship; concept of teamwork; 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 multidisciplinary team, 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 **Be able to work 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; agreed ways of working may be less formally documented with a micro-employer; implementing agreed ways of working, eg in relation to infection control, anti-discriminatory practice, safety and security, dealing with emergency situations, moving and handling

3 **Be able to work in partnership with others**

Partnership working: importance of professional relationships with team members, colleagues, other professionals, individuals and their families, friends, advocates or others important to individuals; importance of communication; agreed ways of sharing information; boundaries to sharing information eg on a 'need to know' basis; 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, avoiding 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

Learning outcomes and assessment criteria

Learning outcomes		Assessment criteria		Evidence type	Portfolio reference	Date
1	Understand working relationships in health and social care	1.1	explain how a working relationship is different from a personal relationship			
		1.2	describe different working relationships in health and social care settings			
2	Be able to work 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	access full and up-to-date details of agreed ways of working			
		2.3	implement agreed ways of working			
3	Be able to work in partnership with others	3.1	explain why it is important to work in partnership with others			
		3.2	demonstrate ways of working that can help improve partnership working			
		3.3	identify skills and approaches needed for resolving conflicts			
		3.4	demonstrate how and when to access support and advice about: – partnership working – resolving conflicts			

Learner name: _____ Date: _____

Learner signature: _____ Date: _____

Assessor signature: _____ Date: _____

Internal verifier signature: _____ Date: _____
(if sampled)