

Your role - Tasks, Behaviours and Standards of work

Your role will have a job description. This tells you what your main duties and responsibilities are and who you report to. Ask your employer for a copy if you do not have it. You should know what is expected of you but also what is not included in your role.





6Cs

Competence

Having the ability and expertise to understand an individual's needs in order to deliver effective care.

Experiences, attitudes and beliefs

Your experiences, **attitudes** and **beliefs** are part of what makes you who you are. They affect how you think, what you do and how you do it. Your background, upbringing, education, experiences and relationships will all have played a part in the way you see things. These attitudes and beliefs may have led you to choose to work in health or social care but sometimes they could lead you to assume things about people that are not right. It is important that you develop self-awareness so that you can learn to check that this does not happen. You should take time to learn about and understand the different attitudes and beliefs of others so that you can work with individuals in a way that takes these into account.



Beliefs

can be described as things in life that you feel strongly about, that guide you in your daily life and are linked very closely to your morals and values.

are the approaches, opinions and mindset that you have developed through your upbringing and life and learning experiences.

Values, aims and objectives

It's important to understand what your employer wants to achieve as it will help you to understand your own role. Your organisation will have values, aims and objectives.

If you find that your employer does not have these written down ask your manager to tell you what they are.

Rights and responsibilities at work

There are many pieces of legislation that exist to protect us from harm as workers and to make sure that everyone is treated fairly.

Health & Safety

The Health & Safety at Work etc. Act 1974 sets out your rights and responsibilities in the workplace. You have the right:

- to work in an environment that is safe
- to be provided, free of charge, with the equipment that you need to keep you safe at work.

With those rights come responsibilities. Your employer will set down policies and procedures or tell you about the agreed

ways to work in ways that are safe for you, those you work with and the people you support.

- You must work in the ways that you are told by your employer.
- If you have concerns about safety in your workplace you must talk to your manager.

You can find more information about the Health & Safety at Work etc. Act 1974 here: www.hse.gov.uk/legislation/hswa.htm

Confidentiality

The General Data Protection Regulation (GDPR) 2016 replaces the Data Protection Act 1998. This covers any information related to a natural person or 'data subject' that can be used to directly or indirectly identify the person. It can be anything from a name, a photo, an email address, bank details, posts on social networking websites, medical information, or a computer IP address. It will also introduce 'digital rights' for individual citizens.

The GDPR restricts how personal and sensitive information can be used, stored and passed on. Personal details must not be passed on unless the person gives their permission. These

Working conditions

There are many pieces of legislation that demand that terms and conditions of employment are fair. For example, the law states that you do not usually have to work more than 48 hours per week, although you may choose to do so. Exactly when you work will depend on your contract. You can find out more about working contracts and conditions here:

www.gov.uk/employment-contracts-and-conditions/overview

The Equality Act 2010 gives all people in the UK the right to be treated fairly and afforded equality of opportunity. This means that people must be paid 'equal pay for equal work' regardless of '**protected characteristics**' or differences. The amount that your employer pays you for your work must meet the National Minimum Wage (until April 2016) or National Living Wage (from April 2016). You can find more information about the Equality Act 2010 here: www.gov.uk/equality-act-2010-guidance

Protected characteristics

Agreed ways of working

Your employer will tell you the safe and agreed ways in which you are expected to work. This may be shared with you as part of a policy or provided in person by your manager or another colleague. Agreed ways of working with each individual will be detailed in care plans. They ensure that you are working within the law and providing care and support that meet the needs of the individual. If you don't follow the agreed ways of working, you could harm yourself or others without meaning to. You are responsible for your own work and could face disciplinary procedures if people come to harm as a result of your actions. This could lead to dismissal or even prosecution.

You have responsibilities to the people that you provide care and support for. You must ensure that:

- their safety and welfare is protected by ensuring that their care plan is followed and carried out in agreed, safe ways
- the care that they receive meets their needs by involving them and their carer¹ or support network in the planning, review and delivery of their care
- they are treated fairly and that their rights are upheld by working in ways that promote equality and diversity and uphold their dignity and human rights.

Reporting errors

We are all human and mistakes sometimes happen. When mistakes are made it's important to be honest and identify where errors have happened. This will allow:

- action to be taken that may reduce the impact of the mistake
- lessons to be learnt through thinking about and agreeing what went wrong.

Whistleblowing

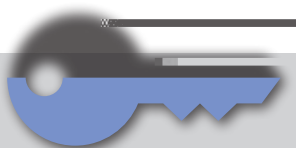
Your employer should provide or explain their whistleblowing policy. You have a responsibility to report things that you feel are not right, are illegal, or if anyone at work is neglecting their duties. This is known as 'whistleblowing'. In most cases you should discuss your concerns with your manager. However, if you felt that it was not appropriate to speak to your manager for some reason, you should follow your employer's whistleblowing procedure and ways of working.

Working in partnership

Your role will involve you working with many people who have a variety of roles. This is known as 'partnership working'. Developing good relationships will help to improve the quality of care provided.

The main working relationships in health and social care can be categorised in four ways:

- individuals and their friends and family
- your colleagues and managers
- people from other workplaces, including **advocates**.
- volunteers and community groups.



Advocate

Someone who provides support by speaking for an individual on their behalf.

Other workers might provide a service to someone you provide care and support to. For example, a dietician might advise the individual about their weight and help them agree a plan for their meals and snacks, taking into account any preferences or special dietary needs. As the worker likely to see the individual most regularly, you could encourage them to keep to the diet and support them to report back how the diet is working or if it needs to be changed. If the individual was not eating or unwell as a result you would arrange for the diet to be reviewed quickly. Very often health care support workers or adult social care support workers are in a position to play an important role in making observations and links with other workers because they are in regular contact with the individual. They are

When working with people who have communication needs, it may be necessary to consider translators, picturero

The CARE CERTIFICATE

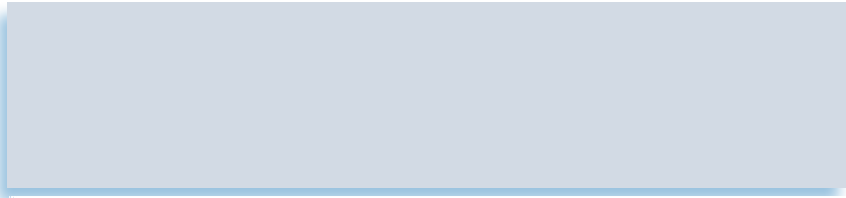
Understand your role

- What do you know now?



Activity 1.1a

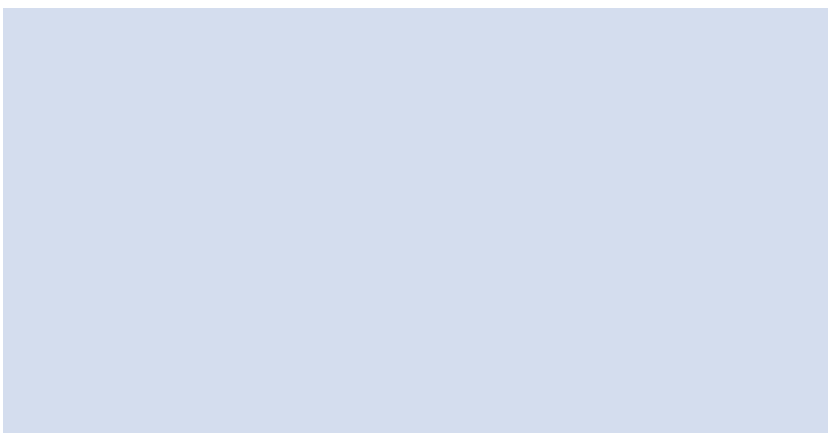
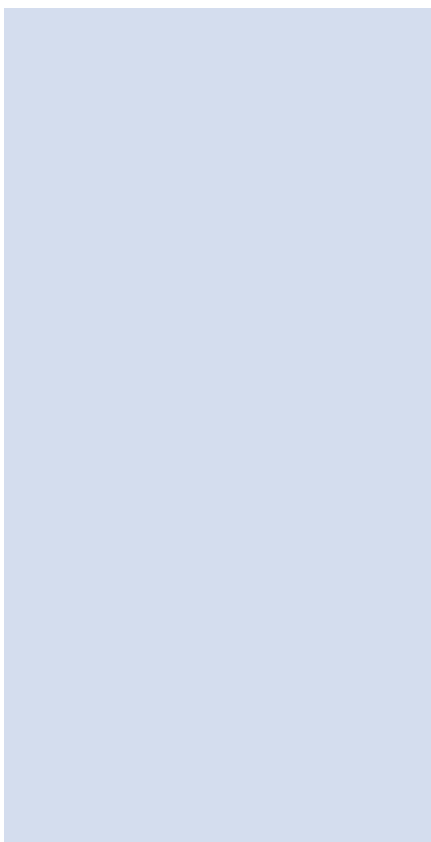
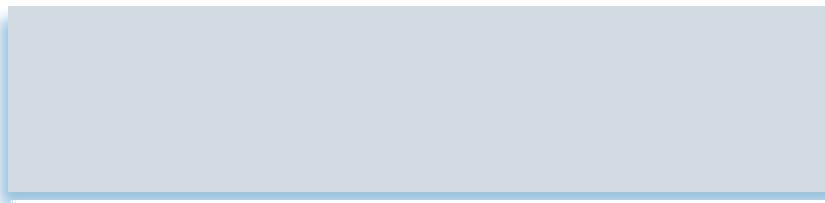
Using your job description to help you, fill in the box below to **describe** your main duties and responsibilities.



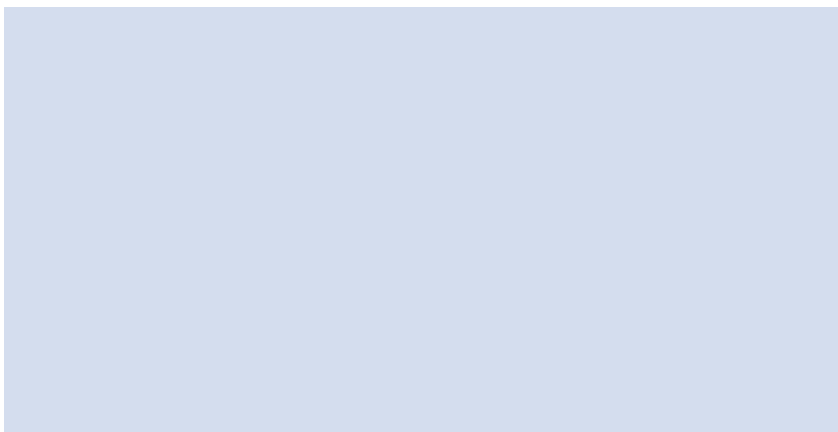
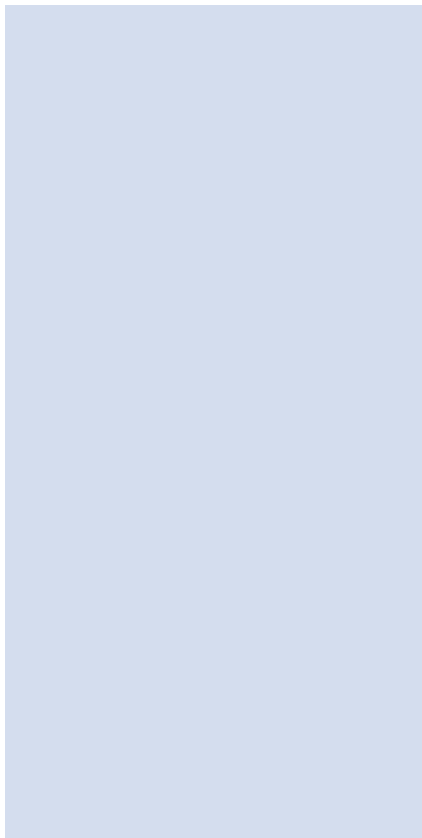
A large, empty rectangular box with a thin blue border, intended for the user to describe their main duties and responsibilities.

Activity 1.1b

Look up the Care Certificate and the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England. Complete the diagram below to **list** some examples of the standards they include.

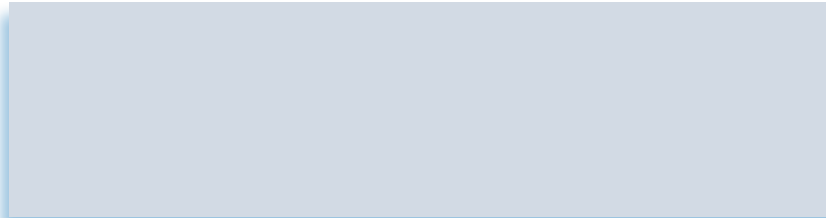


Care certificate
and Code
of Conduct
Standards
include...



Activity 1.1d

Being self-aware is important for care workers. Think about your previous experiences and the attitudes and beliefs you have, and under the points below **explain** how they may have affected the way you work.



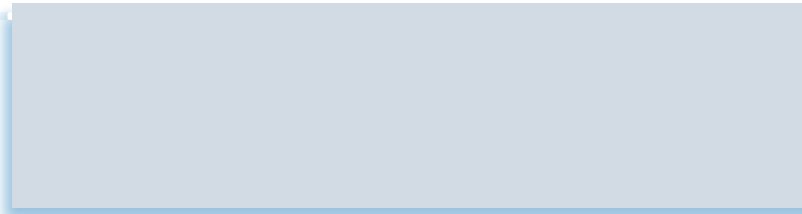
Activity 1.2b



Speak to your employer to find out the aims, objectives and values of the organisation that you work in and use the information to fill in the table below.

Activity 1.2c

It is essential to work in ways that are agreed with your employer. Give an example of an agreed way of working in your workplace and **explain** why



Activity 1.2e & f

Part i)

For each of the statements below, decide whether each should be reported as a concern and tick either yes or no.



Activity 1.2e & f



Part ii)
Thinking about the statements in Part i) that would need to be reported, **explain** how you would raise your concerns, or whistleblow and why.

Explain - to explain something you will need to provide a clear account of your understanding, including details like why and how.

A large rectangular area with a light blue border and horizontal dotted lines for writing.

Activity 1.3a



Think about your responsibilities to the individuals you support. **Describe** four of your responsibilities to those individuals:

Describe - to describe means to create a picture with words but not simply writing a list of bullet points.

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Activity 1.3b

Activity 1.4a & b

As a worker in health and social care it is essential to be an effective and good team member and work in

Change log

Date of change	Location in document	Original content	Amended content
Skills for Care - December 2023	Page 4, 'Protected characteristics', list of protected characteristics under the Equality Act (2010)	age being or becoming a transsexual person being married or in a civil partnership being pregnant or having a child disability race including colour nationality, ethnic or national origin religion, belief or lack of religion/belief sex sexual orientation	age disability gender reassignment marriage and civil partnership pregnancy and maternity race religion or belief sex sexual orientation