

## Care Skillsbase: Skills Check 3

### The Organisation and the Role of the Worker

#### Interviewer's pack

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Summary	
<b>Suitable for</b>	Care Worker
<b>Skill checked</b>	Spoken communication
<b>Covers</b>	Language and concepts associated with the organisation and the role of the worker
<b>Learning for interviewer</b>	Can the member of staff discuss the organisation and the role of the worker with understanding?
<b>Learning for member of staff</b>	Team work and the care partnership, importance of trust and confidence
<b>Approx time needed</b>	Total: 30 minutes (15 minutes for Skills Check and 15 minutes feedback)
<b>How it works</b>	Offers information and a diagram about the organisation and the role of the worker. Use it to develop a short discussion. Use the discussion to check the person's spoken communication skills.
<b>Notes</b>	Diagram in part 1 will help the person answer questions in parts 2 and 3. All parts will support discussion.
<b>Before you start</b>	Read the <b>general guidance</b> in the <b>Skills Check</b> area of the Skillsbase website.

**We welcome suggestions to improve this Skills Check. Please use the contact form on our website at [www.scie-careskillsbase.org.uk](http://www.scie-careskillsbase.org.uk)**

# Understand the Job: the Organisation and the Role of the Worker

Effective communication is vital in social care. Use this activity to learn more about the **communication skills** you will be using in your job.

First, write your name and today's date on the line below.

(First name)

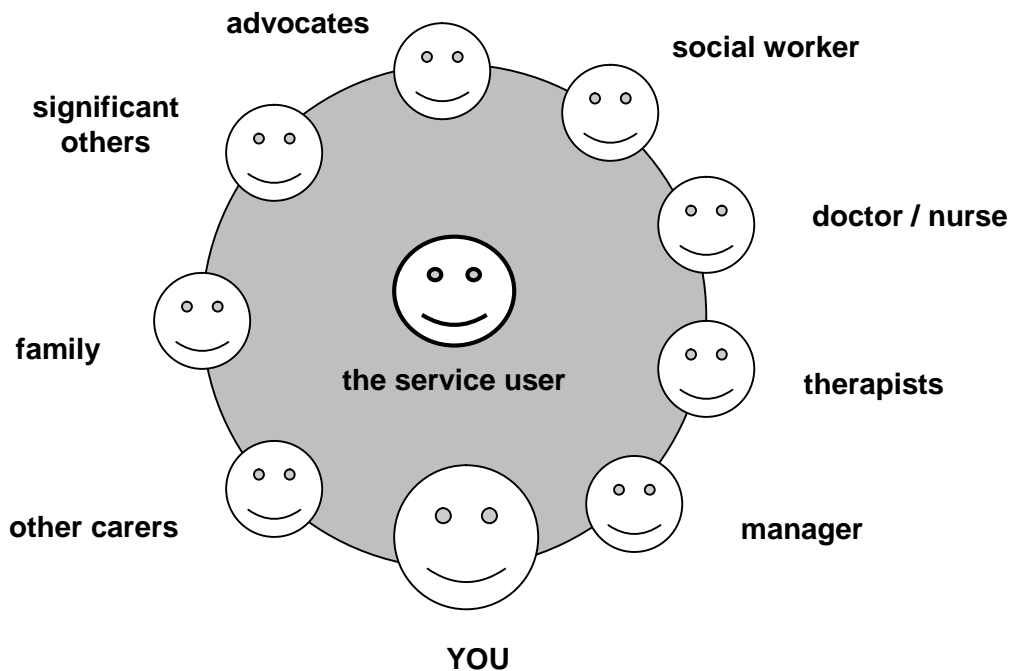
(Last name)

(Date: Day-Month-Year)

.....

**1. Look at this.** Care is done in **partnership** with others.

## The care partnership



**2. Now consider three questions**

- What would you say was the **shared goal** of the care partnership?
- Each person in the partnership has a **role** to play. No one role is more important than any other. Is this true? Why?
- “Good **relationships** are at the heart of care.” Easy to say. What does it mean?

**3. Did you know?**

All care workers must know the **GSCC Code of Practice**. Here are two of the things it says:

“**Social care workers must strive to establish and maintain the trust and confidence of service users and carers.**”

“**Social care workers must uphold public trust and confidence in social care services.**”

When would trust between a carer and a service user be important? What about trust between two carers?

What might happen if the public lost confidence in our care service?

<b>Feedback form</b>	Date:			
Staff member's name				
Staff member's job title				
Interviewer's name				
Interviewer's job title				
<b>1. Interviewer's view</b>	The member of staff...	<b>No</b>	<b>Partly</b>	<b>Yes</b>
a. Used spoken communication effectively one-to-one.				
b. Understands what key words and ideas mean in relation to his/her work.				
<b>2. Interviewer's reasons</b>	The member of staff...	<b>No</b>	<b>Partly</b>	<b>Yes</b>
a. Expressed him/herself clearly, appropriately and with confidence.				
b. Showed understanding of specialist care words and ideas; was able to relate them to his/her own work (care knowledge).				
c. Spoke in a way that was easy to understand (pronunciation).				
d. Found the words s/he wanted, or explained effectively with other words (general vocabulary).				
e. Used clear, grammatically accurate language (grammar).				
f. Spoke at a normal pace, without long pauses, repetition or self-correction (fluency).				
g. Understood and responded appropriately to instructions and questions (listening).				
<b>3. Next steps to help develop skills and knowledge for the job</b>		<b>Yes</b>	<b>No</b>	
a. Interviewer will arrange monitoring, feedback and support from a supervisor.				
b. Interviewer and member of staff will plan personal development to improve staff member's understanding of key social care words and ideas.				
c. Interviewer and member of staff will plan personal development to improve staff member's spoken communication skills.				
<b>4. Interviewer's signature</b>	<b>Staff member's signature</b>			

Use the other side of this sheet for notes

<b>Personal development form</b>	Date:	
Staff member's name		
Staff member's job title		
Interviewer's name		
Interviewer's job title		
<b>1. Learning aim: to work safely and meet quality standards, the member of staff should develop the following knowledge and skills</b>		<b>Tick (✓) if "yes"</b>
a. Speaking and listening skills: to communicate clearly and with confidence on the job.		
b. Specialist care terms: to understand and relate key words and ideas to his/her job.		
<b>English language skills (for staff from other countries)</b>		
c. Pronunciation: to speak in a way that is easy for others to understand.		
d. General vocabulary: to be able to find the right words when talking.		
e. Grammar: to help express ideas in precise, accurate language.		
f. Fluency: to speak at a normal pace, without long pauses, repetition, self-correction.		
g. Listening comprehension: to understand questions, requests, instructions.		
<b>2. How will the learning happen?</b>		
<b>3. What support and resources will be needed to make the learning successful?</b>		
<b>4. When will the learning happen?</b>		
<b>5. How will we know the learning has been successful?</b>		
<b>6. Progress review date</b>		
<b>7. Interviewer's signature</b>	<b>Staff member's signature</b>	