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| <b>Unit Title:</b>         | <b>Understand the role of the social care worker</b> |
| Unit sector reference:     | PWCS 25  |
| Level:                     | 2  |
| Credit value:              | 1  |
| Guided learning hours:     | 9  |
| Unit expiry date:          | 31/07/2015   |
| Unit accreditation number: | A/602/3113   |

## Unit purpose and 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.

| <b>Learning Outcomes</b><br>The learner will:                                    | <b>Assessment Criteria</b><br>The learner can:  | <b>Exemplification</b>  |
|--|---|---|
| 1 Understand working relationships in social care settings                       | 1.1 Explain how a working relationship is different from a personal relationship<br>1.2 Describe different working relationships in social care settings  | Consider the differences in these two relationships and how this is apparent in health and social care – to include roles, employment, management, and dynamics.<br>Different settings – community, residential, nursing home<br>Personal, formal, informal, paid and unpaid <b>working relationships</b> .   |
| 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<br>2.2 Outline what is meant by <b>agreed ways of working</b><br>2.3 Explain the importance of full and up-to-date details of agreed ways of working | The job role (can also be referred to as a job description or job specification) defines the functions of the worker.<br>If these are not worked to or not in place then individuals may not be looked after appropriately, their needs may not be met, accidents could happen etc.<br><b>Agreed ways of working</b> include policies and procedures where these exist; they may be less formally documented with micro-employers |

| <b>Learning Outcomes</b><br>The learner will:                     | <b>Assessment Criteria</b><br>The learner can:  | <b>Exemplification</b>   |
|---|---|--|
| 3 Understand the importance of working in partnership with others | 3.1 Explain why it is important to work in partnership with <b>others</b><br>3.2 Identify ways of working that can help improve partnership working<br>3.3 Identify skills and approaches needed for resolving conflicts<br>3.4 Explain how and when to access support and advice about: <ul style="list-style-type: none"> <li>• partnership working</li> <li>• resolving conflicts</li> </ul> | <b>Others</b> who are important to an individual may include: <ul style="list-style-type: none"> <li>• carers</li> <li>• family members</li> <li>• friends</li> <li>• advocates</li> </ul> Ways of working include effective communication, accurate reporting, information sharing.<br>Conflict resolution techniques i.e. win-win solutions, mediation, patience, discussion<br>Support and advice could come from colleagues, the supervisor or manager, external agencies i.e. CQC, Social Services, Unions, and Carers Organisations. |

## Assessment

This unit needs to be assessed in line with the Skills for Care and Development QCF Assessment Principles.

This unit is knowledge based. OCR will provide a set assignment which candidates must complete. The assignment can be downloaded from the web page for this qualification on OCR's website: [www.ocr.org.uk](http://www.ocr.org.uk)

## Guidance on assessment and evidence requirements

OCR does not stipulate the mode of delivery for the teaching of the content of this unit. Centres are free to deliver this unit using any mode of delivery that meets the needs of their candidates. Centres should consider the candidates' complete learning experience when designing learning programmes.

## National Occupational Standards (NOS) mapping/signposting

This unit has been developed by Skills for Care and Development in Partnership with Awarding Organisations. It provides a key progression route between education and employment (or further study/training leading to employment). It is directly relevant to the needs of employers and relates to national occupational standards developed by Skills for Care and Development.

As such, the unit may provide evidence for the following national occupational standards in health and social care developed by Skills for Care and Development:

HSC 23

NOS can viewed on the relevant Sector Skills Council's website or the Occupational standards directory at [www.ukstandards.co.uk](http://www.ukstandards.co.uk).

## Functional skills signposting

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This section indicates where candidates may have an opportunity to develop their functional skills.

Link to functional skills standards <http://www.gcda.gov.uk/15565.aspx>

| Functional Skills Standards |   |              |  |  |   |
|-----------------------------|---|--------------|--|--|---|
| English                     |   | Mathematics  |  | ICT  |   |
| Speaking and Listening      | ✓ | Representing |  | Use ICT systems                              | ✓ |
| Reading                     | ✓ | Analysing    |  | Find and select information                  | ✓ |
| Writing                     | ✓ | Interpreting |  | Develop, present and communicate information | ✓ |

## Resources

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### Websites

- [www.dh.gov.uk](http://www.dh.gov.uk)
- [www.en.wikipedia.org](http://www.en.wikipedia.org)
- [www.direct.gov.uk/](http://www.direct.gov.uk/)
- [www.prospects.ac.uk](http://www.prospects.ac.uk)

### Books

- Partnership Working in Health and Social Care Jon Glasby and Helen Dickinson 2008

## Additional information

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For further information regarding administration for this qualification, please refer to the OCR document 'Admin Guide: Vocational Qualifications' (A850) on the OCR website [www.ocr.org.uk](http://www.ocr.org.uk).

This unit is a shared unit. It is located within the subject/sector classification system 01.3 Health and Social Care.