Unit 4222-206 The role of the health and social care worker (HSC 025)

Level: **2**
Credit value: **2**
UAN: **J/601/8576**

Unit aim
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.

Learning outcomes
There are **three** learning outcomes to this unit. The learner will:
1. Understand working relationships in health and social care
2. Be able to work in ways that are agreed with the employer
3. Be able to work in partnership with others

Guided learning hours
It is recommended that **14** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards
This unit is linked to HSC 23, HSC 227.

Support of the unit by a sector or other appropriate body
This unit is endorsed by Skills for Care and Development.

Assessment
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.

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Assessment Criteria

Outcome 1 Understand working relationships in health and social care

The learner can:

1. explain how a working relationship is different from a personal relationship
2. describe different working relationships in health and social care settings.

Outcome 2 Be able to work in ways that are agreed with the employer

The learner can:

1. describe why it is important to adhere to the agreed scope of the job role
2. access full and up-to-date details of **agreed ways of working**
3. implement agreed ways of working.

Outcome 3 Be able to work in partnership with others

The learner can:

1. explain why it is important to work in partnership with **others**
2. demonstrate ways of working that can help improve partnership working
3. identify skills and approaches needed for resolving conflicts
4. demonstrate how and when to access support and advice about:
   - partnership working
   - resolving conflicts.

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Additional guidance

- **Agreed ways of working** include policies and procedures where these exist; they may be less formally documented with micro-employers.
- **Others:** may include:
  - Team members and colleagues
  - Other professionals
  - Individuals who require care or support
  - Families, friends, advocates or others who are important to individuals.