

# **Understand Your Role: Your Professional Caregiver Responsibilities**

***Caredemy***

***Online Training Academy***



**Course Name:**

- Understand Your Role: Your Professional Caregiver Responsibilities

**Course Description:**

This course will give an overview of different aspects of having a career in healthcare, including job descriptions, responsibilities, and things not included in certain roles. The course will encourage you to explore your company's values and objectives and how your role fits into these.

**Course Learning Objectives:**

At the end of this course, the learner will be able to:

- Explain your responsibilities, role, and limitations at work.
- Understand codes of conduct related to your role.
- Understand what it means to have a professional relationship with your colleagues.
- Describe the importance of professional development.
- Understand why it is important to raise concerns.
- Describe how to raise concerns at your organization.
- Understand how professional development can be accomplished through informal practices such as shadowing or mentoring.

**Course Requirements:**

Participants must complete all learning modules and pass the multiple-choice course assessment.



## Introduction

If you are beginning a new career in healthcare, moving to a new organization, or moving into a new role within the same organization, it is important that you understand how your role fits into the overall objectives of the organization. You have a place in how teams work together and how you will be supported to develop in your role.

### Self-Reflection

- Do you understand your organization's values and objectives?
- Do you understand your role and how it relates to your organization's values and objectives?
- When you began your role, did you clearly understand what your day-to-day tasks were? If not, how did you learn what you should or shouldn't be doing?
- Do you feel well supported in your role? What are your responsibilities? What tasks are not part of your role?

## Policies and Procedures

Your organization will have policies and procedures that you will need to follow. Some come from the healthcare-related laws that govern public health, safety, confidentiality, and equality. Others are important for good care practices and outline how your organization wants things to be done.

### 1. Contract

You and your employer have responsibilities to each other. Your employment contract outlines these responsibilities, including hours of work, pay, sick pay, sick leave policy, paid time off, codes of conduct, disciplinary procedures, and other procedures to be followed. Your contract may also outline your job description and what your employer expects of you.

### 2. Induction Training

The introduction to the policies and people of an organization is known as induction training. This could be a meeting, workshop training, eLearning, or one-on-one briefing. Induction programs vary between organizations and may be less formal at smaller organizations. Formal, local inductions are commonly



used in healthcare and would include completing an induction plan that normally covers the first 3-6 months of employment.

### **3. Appraisal**

An appraisal is an evaluation of how well you are doing the job as outlined in your job description that you have been hired to do. You may be given key performance indicators or decide on objectives with your manager. Appraisals are done periodically, often termly or annually.

## **Policies and Procedures - Compliance**

### **1. Regulation**

Organizations who ensure compliance with established rules and laws are regulators. A public health department is an example of a regulator. Some professions and staff groups have regulations that are specific to their field that outlines having or working toward a minimum level of qualification and working within a code of practice. Organizations ensure that their staff is registered and eligible to work.

### **2. Code of Conduct**

Many health professions follow a code of conduct, or practice act, regulated by law. The code of conduct outlines behaviors and values individuals are expected to uphold in their role. Responsibilities and limits of your role are listed in the code of conduct.

### **3. Standards**

If a health profession does not have a code of conduct or practice act, it may have professional standards that must be adhered to. A Certificate is an example of a standard that sets out competences and standards of behavior expected of healthcare assistants and social care support workers.

## **Core Values**

Health and social care workers must contribute to their organization's priorities and values. These values might include the right to be treated as an individual and not be discriminated against. Organizations recruit workers who will help them uphold their values. It is vital that health and social care staff work within the ways they have been trained and agreed to with their employers. Tasks for which they have not been trained should not be performed.



## Working Relationships

It is important to work in partnership with other caregivers, volunteers, and professionals to provide the best possible care. You have a responsibility to those in your care, as well as other people who are important to your patients.

### 1. Professional Relationships

Professional relationships should have clear and professional boundaries. This includes colleagues, other caregivers, and those individuals in your care. You can maintain professional relationships by:

- Listening to others
- Speaking respectfully
- Keeping personal information confidential
- Respecting others' values and way of life
- Respecting privacy and personal space in personal care

### 2. Working Relationships: Working as a Team

Multi-disciplinary teams are a vital part of delivering high quality care due to the mix of experience and skills that is needed in health and social care. It is important that you understand and value the contribution you make that the importance of your role within your team. You must also respect and recognize the roles and expertise of your colleagues and strive to work in partnership with them. Honor your work arrangements and commitments and encourage others to help you deliver high-quality care and support.

## Equality and Diversity

Diversity is to value everyone even though they may be different. Equality is the legal framework that ensures all people are treated equally in opportunity, rights, and status. Both equality and diversity are integrated into health and social care policies and employment practices in the United States. Our attitudes, beliefs, and experiences are all different. We cannot allow any of our prior experiences, personal attitudes, or beliefs to influence how we support our colleagues and our patients. Your responsibility is to ensure that diversity and equality are a part of how you work.



## Personal Development

Keeping your skills and knowledge up to date is an important part of your duty of care as a health or social care worker. We are always striving to find ways to care better for people or learn new, better procedures. Your personal development plan should outline what you need to learn and how you will accomplish it. You may need support from your manager, supervisor, or a mentor. Personal development should be reviewed frequently and agreed upon by your manager, supervisor, mentor, or employer. Examples of Personal Development Practices are:

- Mentorship
- Job shadowing
- Formal appraisal/review
- Personal development plan
- Performance reviews
- SMART objectives

## Continuing Professional Development

Personal development plans are a way to review progress, gain support, and agree on objectives. Performance appraisal is not about trying to find weaknesses in your practice and punishing you for them. Rather, it's about you and your manager having an opportunity to look at your performance in the round, highlight where you're clearly achieving the necessary performance and identifying what kinds of support will help you reach even higher levels. It's really about supporting you to make the best possible contribution to your team's work and to develop your own knowledge and skills into the bargain. It's very much based on a partnership approach with your manager and you working together to map a way forward for you within the team.

## Personal Development

### 1. Formal Professional Development

Formal personal development plans and formal appraisals are a good way for organizations to keep tabs on their staff professional development.

Organizations can use formal plans and appraisals to motivate staff and provide a good way for staff to communicate their own personal needs and ambitions.



## 2. Self-Reflection

Think about your own personal development and ask yourself:

- What am I good at?
- What area do I need to improve upon?
- What activities will help me gain new skills and knowledge?
- How and when could I gain these new skills and knowledge?
- What will I be able to do differently?
- What will new skills and knowledge do for myself, my team, and my department?
- When can I put my new skills and knowledge into use?
- What SMART objectives do I have (Specific, Measurable, Achievable, Realistic, Time-Bound)?

## Resources for Professional Development

Professional development does not need to be overwhelming. It could be a short, online course or a short, in-person training session. You can ask your HR department or supervisor about resources in your learning and development department.

## Reporting Concerns

### 1. Duty of Care

Health and social care workers have a duty to raise concerns about other staff members' behavior, wrong-doing, or anything else that may put other's health, safety, and well-being at risk. Neglecting basic human rights or carrying out tasks that compromise another's privacy or dignity is included in reportable behavior. If you report a concern, you are protected by the law and cannot be victimized or dismissed for doing so. Examples of Things to Report:

- Criminal offences
- Covering up a wrongdoing
- Organization disobeying the law
- Damage to the environment
- Putting the health, safety, or well-being of a patient, resident, member of the community, or other staff member in danger



## Importance of Reporting Concerns

Safety is at the heart of health and social care and is the responsibility of all those involved. Health and social care workers must protect patients from harm and promote dignity through a transparent and open culture. Staff are encouraged to put safety at the center of all care.

Reporting concerns are dependent on your organization and any local or federal laws. Talk to your supervisor or HR department to learn what the process is for reporting concerns.

## Reflective Practice

Throughout this course, you've been asked to self-reflect. Reflective practice helps you develop professionally and personally. It also helps you know how to update your skills and knowledge. There is no best way to self-reflect as this is a deeply personal and unique experience for everyone.

## Your Responsibilities

- **Punctuality is Key:** Always aim to arrive on time or a little early for your caregiving responsibilities. If you are running late, promptly inform your supervisor.
- **Respectful Address:** Address the client formally, like "Mrs. Smith," unless they prefer otherwise.
- **Building Rapport:** Start by making the person feel comfortable and appreciated. Express gratitude for the opportunity to assist them and encourage them to share their preferences and interests.
- **Refer to Care Plan:** Familiarize yourself with the care plan and use it as a guide. Discuss with the individual where to keep it and ensure you refer to it daily for documentation.
- **Understanding Dietary Needs:** Learn about the person's dietary requirements and preferences.
- **Respect Medication:** Refrain from handling any pills or medication, including over-the-counter drugs, unless part of your caregiving duties and if you've been trained to do so.
- **Phone Etiquette:** Avoid using your cell phone for personal calls during work hours unless instructed otherwise by your employer.
- **Financial Boundaries:** Never ask clients or their families for money. Any financial matters should be handled by the Care Manager or Supervisor.





- Stay Sober: Refrain from reporting to work under the influence of alcohol or drugs, as random drug tests may be conducted.

By following these guidelines, you can ensure a professional and respectful relationship with the clients you serve.

