

Care Skillsbase: Manage Skills

Channels of communication

Use as many channels as possible to alert staff to the importance of communicating and using information effectively.

Use **workplace documentation** to explain how staff should communicate and deal with information in work tasks.

Use **performance management systems** to ensure staff understand how to do this and to identify and deliver the support that individuals need.

Workplace documentation to use includes:

- recruitment advertising
- application forms
- job descriptions
- person specifications
- task documentation (e.g. specifications, procedures, instructions)
- appraisal paperwork
- training plans.

Performance management systems to use include:

- recruitment interviewing
- induction training
- basic job training
- supervision
- Health & Social Care qualification training and assessment
- appraisal and development planning.

You may find the list of core employability skills on the next page useful.

Core employability skills for health and social care workers

(Skills and attitudes essential to work in adult social care, from Level 1 Award in Preparing to Work in Adult Social Care, QCF unit ref: PWCS 08)

- Write and speak so that others listen and understand
- Read and understand information shown in a variety of ways, including written and spoken English
- Listen and ask questions to understand other people's points of view
- Understand the need to be reliable and dependable
- Give examples of a care worker acting responsibly and being accountable in a care work setting
- Understand the purpose of policies and procedures in a social care workplace
- Demonstrate an ability to assess situations and identify problems and suggest solutions in a social care workplace scenario
- Know how to help 'customers' and deal with their questions and problems
- Demonstrate willingness to work in a team
- Demonstrate an ability to work well with others
- Be open and respond well to simple changes
- Show interest, initiative and effort
- Understand the need to gain skills and knowledge to support and develop your work
- Be willing to learn from mistakes and accept feedback and offer feedback to others in a positive way
- Be willing to reflect on practice and improve
- Be willing to share skills and to provide feedback to others in a positive way
- Be able to use everyday technology such as mobile phones, email applications and basic word processing
- Be able to make estimates and check calculations for accuracy
- Understand how to add, subtract, multiply and divide numbers and give examples of when each should be used in day-to-day social care work
- Observe and record data accurately and legibly