

## Responsibilities of a Care Worker SFH075

### 1. Understand working relationships in care settings:

1.1: A working relationship has professional boundaries that separate it from a personal relationship. In a working relationship the worker has to respect the confidentiality of others, and cannot discuss certain matters that may affect another person's life.

1.2: **Service user--care worker relationships** are those in which care workers support service users in their day-to-day lives, taking them on outings, supporting their personal hygiene, *et cetera*.

**Service user--management/seniority relationships** are those in which management or seniority support service users with complaints, discuss happiness and any additional needs that service users may require. They also manage financial support when necessary.

**Care worker--management/seniority relationships** are those in which care workers correspond with their managers/seniors in matters of assessments, appraisals, and training, *et cetera*. Management/seniority may provide additional information to care workers when required, and may delegate new responsibilities to care workers.

### 2. Be able to work in ways that are agreed with the employer:

2.1: As a care worker it is important that I adhere to my job role for mine and others' safety. As a care worker I am not trained to deal with, for example, financial matters or in matters of adapting care plans, and so I lack the trained expertise and scope to give adequate aid.

### 3. Be able to work in partnership with others:

3.1: It is important to work in partnership with others so that adequate and exceptional care may be provided. By having strong working relationships with both colleagues and service users, I may better understand, learn from, and empathise with matters that I otherwise may not have understood or empathised with.

3.3: To be able to resolve conflicts I need to know how to listen to those with whom I correspond, and how to give appropriate advice that assists them to make their own decisions. I need to be confident in what I may, and must ensure that I do not say mendacious things in an attempt to protect a service users from hard truths. I must

consider how best to communicate with the relevant persons so that I may do all of the above in as agreeable and comprehensible a manner as possible