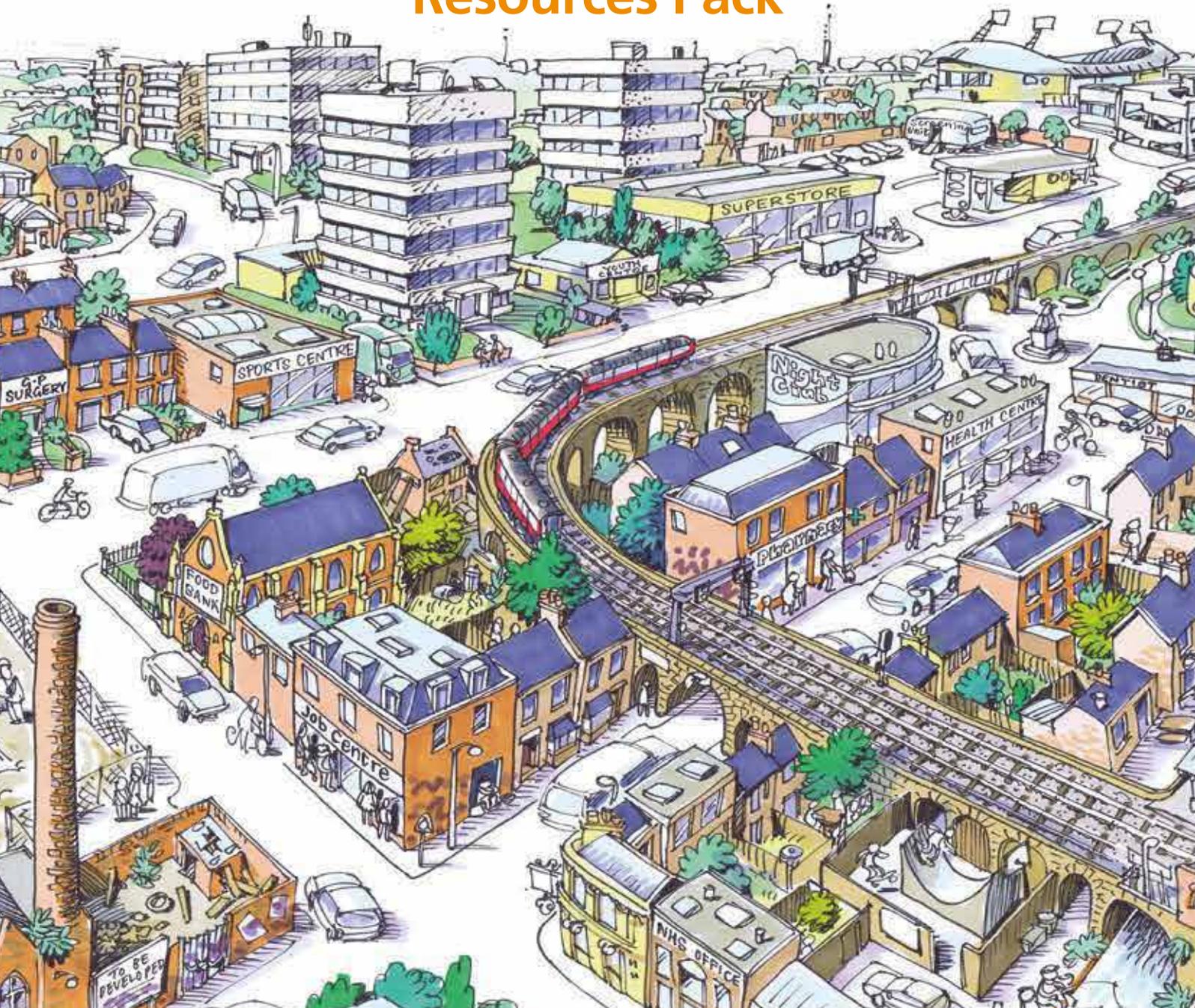


GET READY TO WORK IN HEALTH AND SOCIAL CARE

Resources Pack



This resource pack is a short guide into preparing for work in the health and social care sector. You can choose to download the whole booklet or the section you're interested in.

Table of Contents

Section 1 – About Health and Social care:

An introduction into health (the National Health Service; its history, the way it is structured and funded) and information about social care.

- 4. NHS Timeline
- 7. NHS Organisation chart
- 8. About social care

Section 2 – Careers in Health and Social care:

There are different routes you can explore to work in the Health and Social care sector and lots of different career pathways.

- 10. Routes into the NHS
- 11. NHS People Promise – How we support our staff
- 12. Career Pathways in the NHS
- 14. Routes into social care
- 15. Career Pathways in social care

Section 3 – Preparing for a job (careers):

Searching for a job can be tricky, using the employability information in these pages will help you to pave the way into employment.

- 17. CV Template
- 18. Covering Statement sample
- 19. How to complete a job application
- 20. Potential interview questions for a clinical role
- 22. Potential interview questions for a non-clinical role
- 24. Potential questions for social care roles

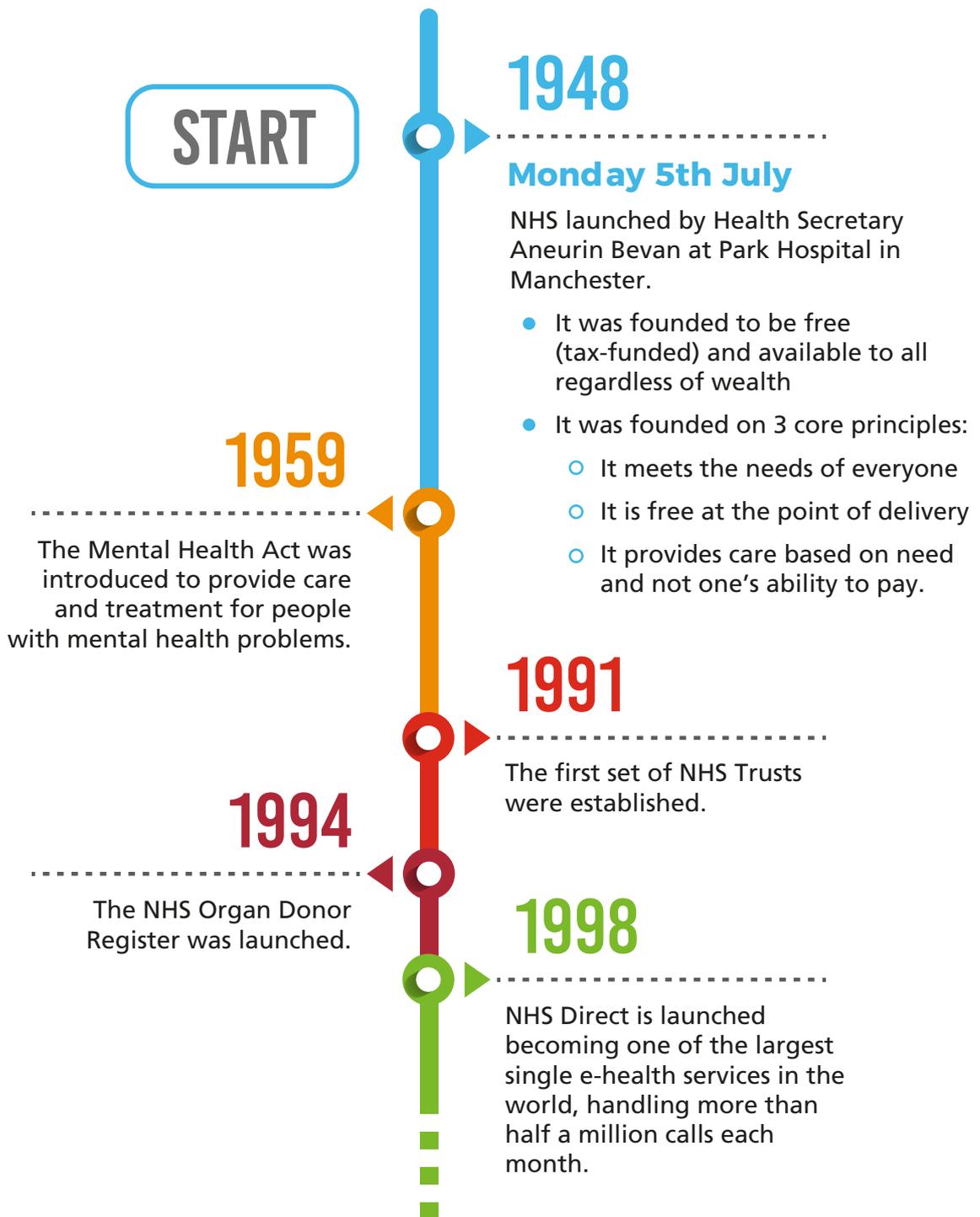
SECTION 1

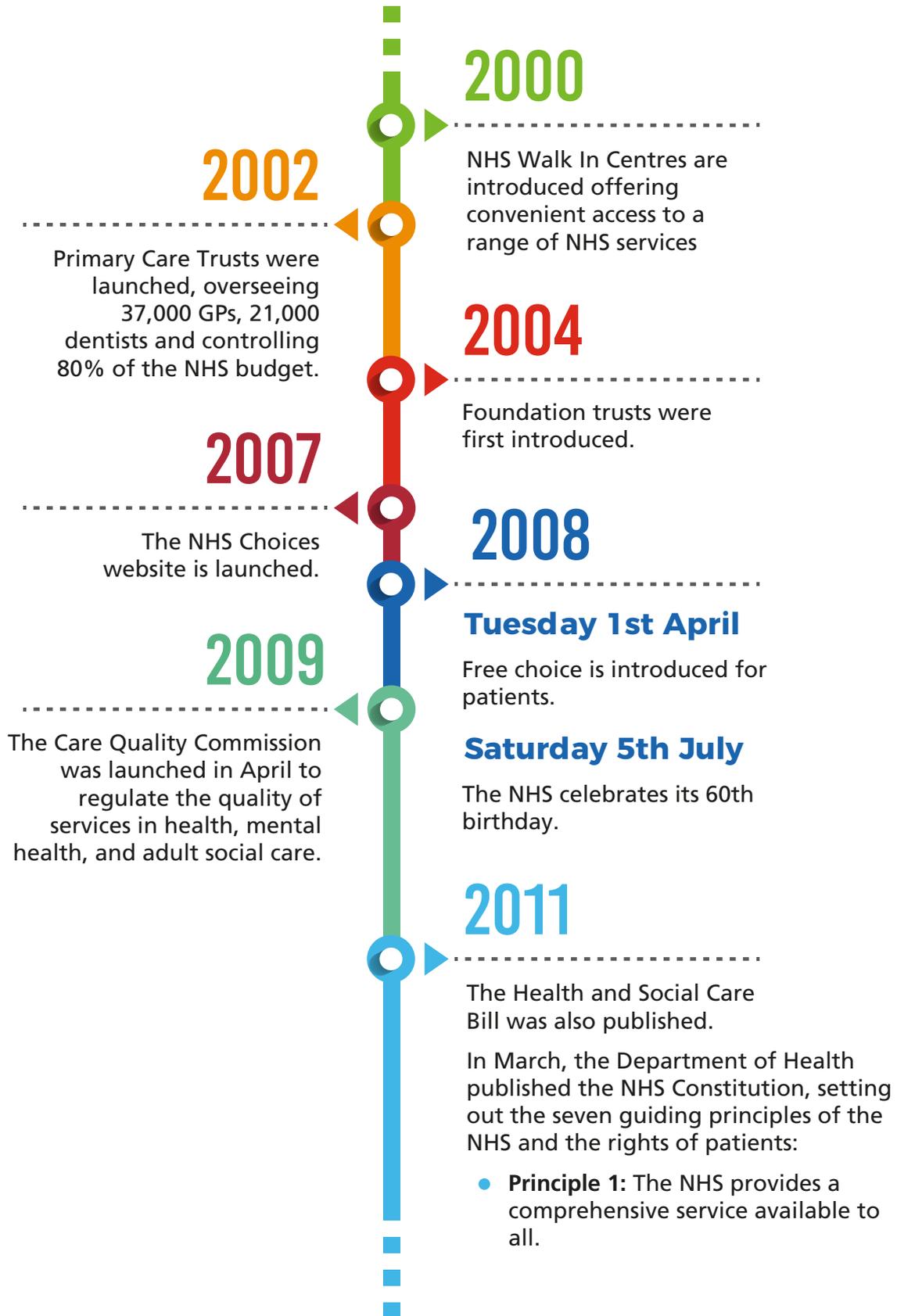
About Health and Social Care

An introduction into health (the National Health Service; its history, the way it is structured and funded) and information about social care.



The National Health Service (NHS) began on Monday 5 July 1948, launched by the then Health Secretary, Aneurin Bevan at the Park Hospital in Manchester. The NHS was developed as a tax-funded health care system which is free though there are some charges in place in England. The NHS was built on these values, that the services helped everyone, healthcare was free, and that care would be provided based on need and not one's ability to pay. These are interesting facts about the NHS:





The NHS values are:

Working Together for Patients
e.g., Respect for colleagues

Respect and Dignity e.g., Seeing things from another person's perspective

Everyone Counts e.g., Appreciation that everybody counts regardless of age, race, and ethnicity

Commitment to Quality of Care
e.g., Taking personal responsibility for your actions

Compassion e.g., Listening to how others are feeling

Improving Lives e.g., Motivation to make a difference

- **Principle 2:** Access to NHS services is based on clinical need, not an individual's ability to pay.
- **Principle 3:** The NHS aspires to the highest standards of excellence and professionalism
- **Principle 4:** The NHS aspires to put patients at the heart of everything it does
- **Principle 5:** The NHS works across organisational boundaries and in partnership with other organisations in the interest of patients, local communities and the wider population.
- **Principle 6:** The NHS is committed to providing best value for taxpayers' money and the most effective, fair and sustainable use of finite resources.
- **Principle 7:** The NHS is accountable to the public, communities and patients that it serves

2013

In April the NHS Friends and Family Test was launched

- The NHS is the fifth largest employer in the world, behind McDonalds, Walmart the US Department of Defense and China's People's Liberation Army
- There are more than 100 volunteering roles within health and social care.
- In a typical week, 1.4 million people will receive help in their home from the NHS.

2017

In comparison with the healthcare systems of ten other countries (Australia, Canada, France, Germany, Netherlands, New Zealand, Norway, Sweden, Switzerland and USA) the NHS was found to be the most impressive overall by the Commonwealth Fund in 2017.



Our version of NHS Structure Organisation Chart

The National Health Service (NHS) is made up of a wide range of different organisations with different roles, responsibilities, and specialities. These organisations work together to provide a variety of services and support to patients, carers and the public. Fundings for these services come from the government.

[Here's more information on how the NHS works.](#)

Government

The **Department of Health and Social Care (DHSC)** leads, shapes and funds health and social care in England, making sure people have the support, care, and treatment they need, with the compassion, respect, and dignity they deserve. The majority of the department's budget is passed on to NHSEI to fund services that are planned at a national level.

National Level

NHS England and NHS Improvement is responsible for providing national direction on service improvement and transformation, governance and accountability, standards of best practice, and quality of data and information. NHS England and NHS Improvement came together in 2019 to act as a single organisation (maintaining separate boards). The aim of the merger is to work more effectively with commissioners and providers, making more efficient use of resources, and removing duplication.

The **Care Quality Commission's (CQC)** role is to register care providers and monitor, inspect and rate their services to protect users. CQC publishes independent views on major quality issues in health and social care.

Regional Level

Regional NHS England and NHS Improvement teams are responsible for the quality, financial and operational performance of all NHS organisations in their region. Increasingly, they are working with local systems (ICs/STPs) to oversee performance, support their development and make interventions when necessary.

Local Level

Sustainability and transformation partnerships (STPs) bring together NHS providers and commissioners, local authorities, and other local partners to plan services around the long-term needs of local communities. In some areas, **integrated care systems (ICSs)** have evolved from STPs. ICSs are a closer collaboration in which organisations take on greater responsibility for managing local resources and improving health and care for their populations.

Integrated care partnerships (ICPs) are alliances of providers that work together to deliver care by agreeing to collaborate rather than compete. These providers include hospitals, community services, mental health services and GPs. Social care, independent and third sector providers may also be involved. NHS England and NHS Improvement is developing an 'integrated care provider contract' as an option for formalising these partnerships.

Local Level

Providers of NHS funded care include Acute Trusts (Hospitals), Community, Mental Health and other providers like GPs, voluntary, social enterprises, and private organisations. Providers can receive funding from other sources including local authorities and people who pay for private healthcare.



Local Level

Primary care networks (PCNs) bring general practices together to work at scale with other local providers from community services, social care, and the voluntary sector. Together they provide primary care by using a wide range of professional skills and community services. Since 1 July 2019, all except a handful of GP practices in England have come together in around 1,300 geographical networks.

National Level

Training within NHS is supported by **Health Education England (HEE)**. They support the delivery of excellent healthcare and health improvement to the patients and public of England by ensuring that the workforce of today and tomorrow has the right numbers, skills, values, and behaviours, at the right time and in the right place. They work with partners to plan, recruit, educate and train the health workforce.

Social Care

Central Government

Local systems



Principles of adult social care

'Don't we all want to live in the place we call home with the people and things that we love, in communities where we look out for one another, doing the things that matter?'

Social Care Future – vision for social care



Social care is there to meet the needs of a wide range of people (older adults, physical and sensory disabilities, learning disability, autism, mental health, substance use) across a broad range of settings and service models. Social care provides a mix of practical and personal care support, but also includes a focus on enabling and empowering people to identify what is important in terms of quality of life, to develop their skills and confidence and to make their own choices.

2020/21

Adult social care is a growing sector that, in 2020/21, comprised around 17,700 organisations across 39,000 care-providing locations, with a workforce of around 1.67 million jobs. Social care organisations include large national employers, large charities, local authority adult social services departments and small independent care services.

Whilst NHS services are free for everyone at the point of use, adult social care funding is based on an eligibility criteria via local authority budgets. For people ineligible for publicly funded social care, there is the option to purchase care privately.

2035

If the adult social care workforce grows proportionally to the projected number of people aged 65 and over in the population then the number of adult social care jobs will increase by 29% (480,000 jobs) to around 2.16 million jobs by 2035.

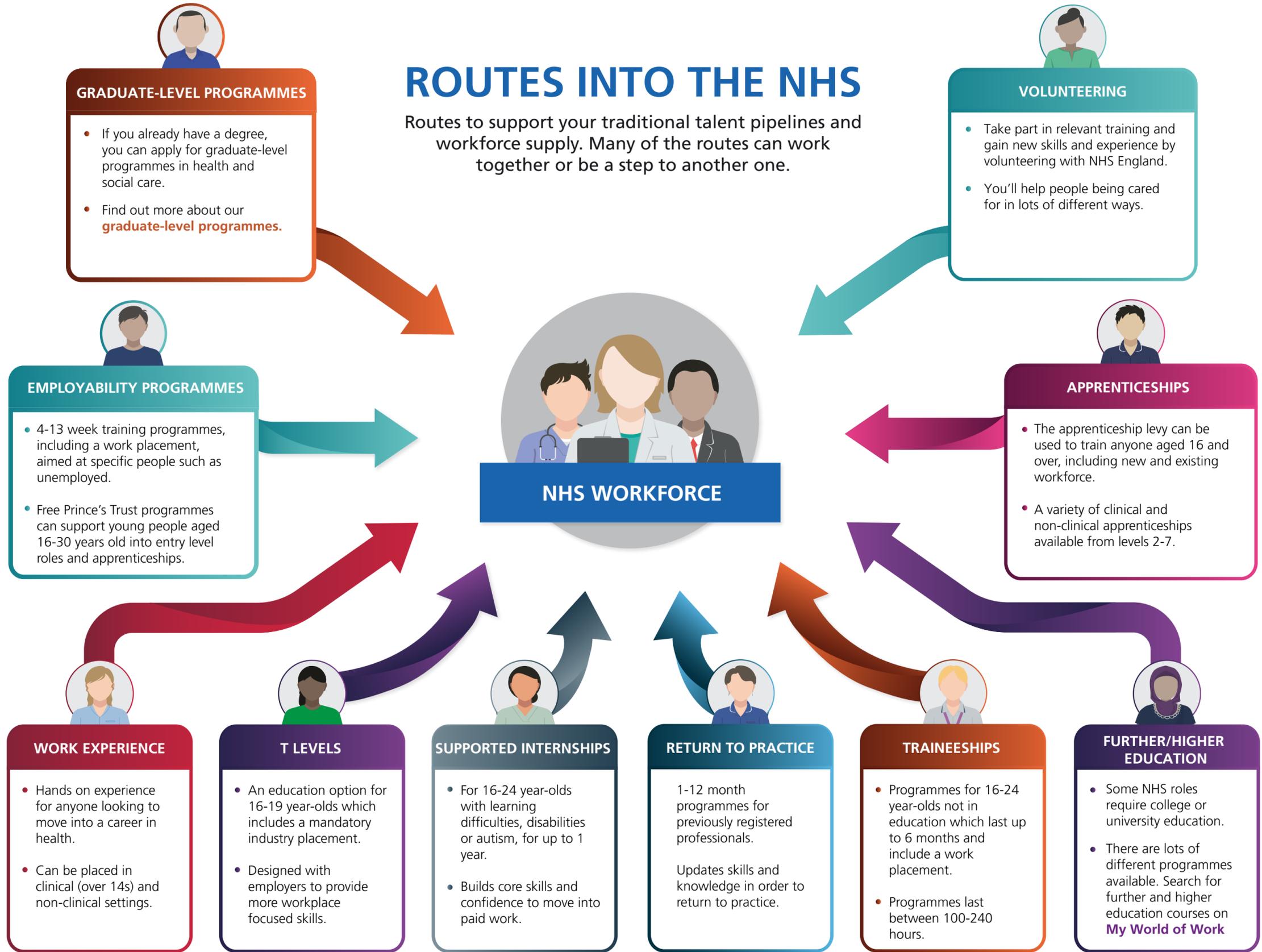
Adult social care services in England are regulated by the Care Quality Commission (CQC). The CQC makes sure that health and social care services provide people with safe, effective, compassionate, high-quality care.

SECTION 2

Careers in Health and Social care

There are different routes you can explore to work in the Health and Social care sector and lots of different career pathways.





People Promise

The NHS is an extraordinary, world-class service. Together we have achieved, and continue to achieve, the extraordinary. We should all feel proud of this.

We want our culture to be positive, compassionate, and inclusive – and we all have our part to play.

We are compassionate and inclusive

We do not tolerate any form of discrimination, bullying or violence.

We are open and inclusive.

We make the NHS a place where we all feel we belong.

We are recognised and rewarded

A simple thank you for our day-to-day work, formal recognition for our dedication, and fair salary for our contribution.

We each have a voice that counts

We all feel safe and confident to speak up. And we take the time to really listen – to understand the hopes and fears that lie behind the words.

We are safe and healthy

We look after ourselves and each other.

Wellbeing is our business and our priority – and if we are unwell, we are supported to get the help we need.

We have what we need to deliver the best possible care – from clean safe spaces to rest in, to the right technology.

We are always learning

Opportunities to learn and develop are plentiful, and we are all supported to reach our potential.

We have equal access to opportunities.

We attract, develop and retain talented people from all backgrounds.

We work flexibly

We do not have to sacrifice our family, our friends or our interests for work.

We have predictable and flexible working patterns – and, if we do need to take time off, we are supported to do so.

We are a team

First and foremost, we are one huge, diverse and growing team, united by a desire to provide the very best care.

We learn from each other, support each other and take time to celebrate successes.

Together, WE make the NHS the best place to work.

We are more than 1.3 million strong. We are all walks of life, all kinds of experiences. We are the NHS.

June 2021 Publication reference: 0067



ADE WILLIAMS
Superintendent pharmacist



ALI ABDI
Porter



ANNE ROBERTS
District nurse



CLAUDIA ANGHEL
Midwife



EMMA KELLY
Critical care nurse



FARZANA HUSSAIN
GP



**JACK HANNAY
MANIKUM**
111 call handler



**LAURA
ARROWSMITH**
COVID-19 ward cleaner



MARC LYONS
ICU consultant



ROOPAK KHARA
General adult psychiatrist



SARAH JENSEN
Chief information officer



**STUART
BROOKFIELD**
Paramedic



Career pathways are possible groups of job roles within a profession that share common skills, knowledge, and interests. Career pathway and progression do not often happen linearly and is based on personal choices. These are examples of career pathways in the health and social care sector.

Examples of Clinical Career Pathways in the NHS

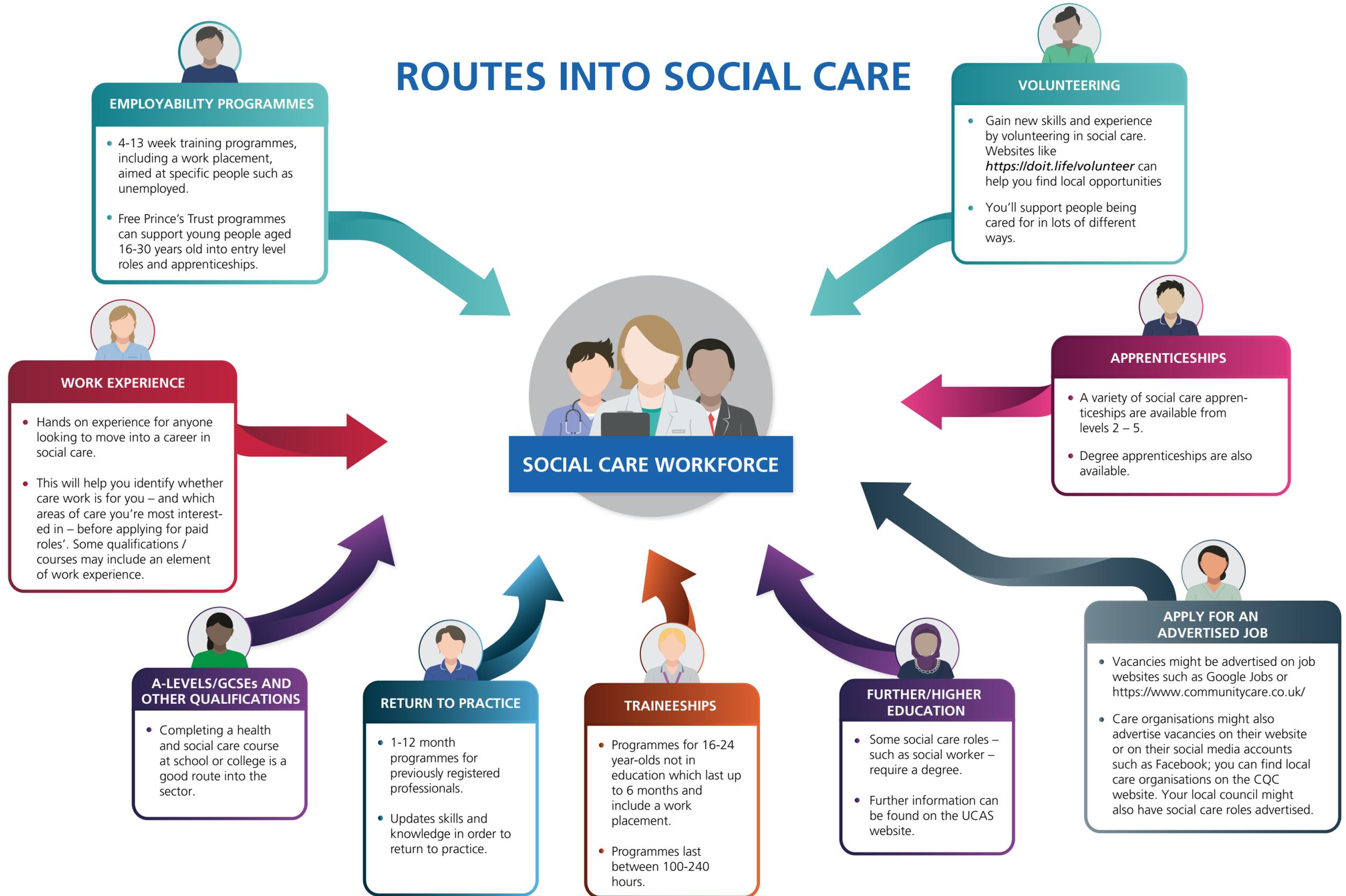
Clinical roles	Entry level						Senior Level	
	Support workers	Senior healthcare assistant /technicians	Assistant practitioners/ Associate practitioners	Practitioners	Senior Practitioners	Advanced Clinical Practitioners	Senior Management	
Nursing	Healthcare assistant (nursing)		Nurse Associate	A Registered nurse in 1 of 4 branches: Adult, Child, Mental Health, Learning Disability	A registered nurse with skills, qualifications, and experience in specific areas e.g. Ward Sister, Practice Educator	Advanced/ Specialist nurse practitioner (educated to Masters) e.g., Matron, Head of Nursing	Chief Nurse, Consultant Nurse	
Midwifery	Healthcare assistant (midwifery) Maternity support worker		Midwife Associate Newborn Hearing Screener	Registered midwife Health Visitor	Same as Nursing e.g., Labour Ward Sister	Same as Nursing e.g, Matron	Director of Midwifery	
Healthcare Science	Phlebotomist	Senior Phlebotomist	Assistant Practitioner Critical care technologist	Biomedical Scientist	Senior Biomedical Scientist		Director of Genetics Services	
Allied Health Professions	Therapy support worker	Therapy assistant	Assistant practitioner	Therapist e.g., Art therapist, Drama therapist, Music therapist, Physiotherapist, Occupational therapist	Senior therapist (in related roles)			
	Pharmacy assistant	Pharmacy technician	Senior Pharmacy technicians	Pharmacist	Senior Pharmacist	Head of Pharmacy		
	Radiology assistant	Senior radiology assistant	Radiology Technicians	Radiographer	Diagnostic radiographer/ Therapeutic radiographer	Head of Radiology		
Ambulance Services	Patient transport service driver	Emergency medical dispatcher	Patient Transport Service controller					
	Ambulance care assistant	Emergency care assistant	Emergency medical technician	Paramedic	Experienced Paramedic			
	Call handler	Control room assistant	Control room duty officer	Clinical coordinator				
Mental Health (non-nursing roles)	Healthcare Assistant	Mental Health support worker	Mental Health and Wellbeing Practitioner	Health and Wellbeing Coach		Clinical psychologist	Director of Mental health services	
	Care Support Worker (Mental Health)	Peer Support Worker	Assistant psychologist	Psychological Wellbeing Practitioner Counsellor	Therapists in specialist areas e.g. Drama therapist, Music therapist, Art therapist			

Career pathways are possible groups of job roles within a profession that share common skills, knowledge, and interests. Career pathway and progression do not often happen linearly and is based on personal choices. These are examples of career pathways in the health and social care sector.

Example of Non - Clinical Career Pathways in the NHS

Non-Clinical roles	Entry level	Senior Level/ Senior Specialist roles					
Human Resources	HR assistant in specialist roles - Recruitment, Learning & Development, Employee relations, Workforce	HR administrator	HR officer/ HR project officer	HR advisor	Senior HR Advisor	HR Business Partner	Head of HR ↓ Chief People Officer
						HR Manager in specialist role e.g., Recruitment, HR operations, Learning and Development	
Finance	Finance assistant in specialist roles – Payroll, Accounting Procurement	Finance administrator	Finance officer	Finance analyst/ Finance Accountant/ Tax analyst	Senior Finance/ tax analyst	Head of Procurement	Director of Finance
		Cashier	Procurement officer			Head of Accounts	
Information Communication and Technology (ICT)	ICT support assistant	ICT support technician	ICT test analyst	Project Manager	System developer	Head of Internal communications	Director of Communications and Engagement
			Service desk operator	Telecommunication manager		Head of Public engagement	
Health Informatics	Health records assistant	Medical records clerk	Helpdesk adviser	Information analyst	Health records manager	Projects manager for specific programme	
	Support desk assistant		Clinical coder	Information auditor	Data quality manager	Information governance manager	
	Library Assistant	Senior Librarian Assistant	Librarian	Senior Librarian			
Estates and Facilities	Porter/Cleaner	Senior Porter/ Security officer	Storekeeper	Electrical/ Mechanical Engineer	Senior engineer	Head of Estates and Facilities	Director of Estates and Facilities
	Catering assistant	Cook	Chef				
	Maintenance assistant	Facilities coordinator	Estate technician	Plumber, Electrician	Surveyor	Chaplain	
Wider Management	Receptionist/ Switchboard operator		Senior Ward team coordinator		Assistant Service manager	Service Manager	
	Ward Clerk						

ROUTES INTO SOCIAL CARE





Career Pathways Into Social Care

Support roles in social care	Level 2	Level 3	Level 4	Level 5	Level 6
Administration worker or receptionist	Care worker/ care assistant	Senior care worker	Team leader/ supervisor	Management	Social worker
Assistive technology worker	Support worker/ intervenor	Enhanced care worker	Counsellor	Registered manager	Specialist social worker roles
Coach/ trainer/ assessor	Shared lives carer	Activity worker or co-ordinator	Care co-ordinator/ care navigator/ community navigator	Commissioner	Registered nurse
Cook or kitchen worker	Personal assistant	Rehabilitation worker		Owner	Occupational therapist
Driver		Reablement worker/ enabler		Shared lives co-ordinator	Specialist co-ordinator
Employment advisor/ inclusion worker		Advocacy worker		Nursing associate	
Finance officer		Housing support officer			
Housekeeper/ domestic worker		Social work and occupational therapy support worker			
HR officer		Complementary therapy support worker			
Informatics or data worker		Social prescriber			
Maintenance worker					
Marketing officer					
Training officer/ learning and development manager					
Welfare rights officer					
Volunteer coordinator					

SECTION 3

Preparing for a job (careers)

Searching for a job can be tricky, using the information in these pages may help pave the way into employment.



CV Template Sample

Curriculum vitae (CV) otherwise known as **Resume** is basically a summary of your education, skills and work experience required to apply for jobs. It is a tool that will help you identify your unique abilities to employers. There are a wide variety of CV templates. You can find some on the '**File**' section of any Microsoft word document. NHS jobs or Trac jobs which means you can edit and make sure that anything you mention including professional qualifications and relevant trainings. A CV should be at least 2 pages long (1 sheet) and should include the following as listed below:

Contact details

Include your full name, home address, mobile number, and email address.

Personal Statement

Your personal statement should be a short paragraph (80 - 100 words) highlighting your key attributes that will help you stand out from the crowd. Pick relevant achievements and skills, while expressing your career aims. It's usually good to focus on the sector you're applying to.

Employment History

(Organisation – Position, Month Year – Month Year)

List your work experience in reverse date order, making sure that anything you mention is relevant to the job you're applying for. Include your job title, the name of the company, how long you were with the organisation and use bullet points to describe you key responsibilities.

Education

(Learning Institution, Qualifications obtained, (date started – date completed)

List and date all previous education, including professional qualifications. Place the most recent first. Include qualification type / grades, and the dates.

Skills and achievements

List any skills you feel are relevant to the role e.g., good communication skills, IT packages you can competently demonstrate or any foreign languages you speak.

References

You don't need to provide the names of referees at this stage. You could write 'references available upon request'

How to complete a job application.

Vacancies are mainly advertised through these following websites:

- www.property.nhs.uk/careers/current-vacancies
- <http://trac.jobs>
- www.jobs.nhs.uk
- www.nhscareerssouthwestlondon.nhs.uk
- <https://jobs.communitycare.co.uk/?intcmp=Jobs-Navbar>
- www.carehome.co.uk/jobs/
- www.charityjob.co.uk/jobs/social+care-development
- www.homecare.co.uk/jobs/

Covering Statement Sample

Covering statements add context to your CV and act as supporting information when applying for jobs in the NHS. It is an important tool that allows you to showcase what you know about the role, organisation and highlight your unique suitability for the job.

First paragraph is your opening statement where you write about why you are applying for the job and where you saw it advertised.

Second paragraph you highlight relevant experience that demonstrates how your skills match the job's specific requirements as described in the job description – 'job responsibilities'.

Third paragraph you write about why you are suitable for the job, why you are interested in this particular organisation and what you can offer the organisation.

Last paragraph, you close your cover letter by reiterating your interest in the job and indicate your desire for an interview.

How to complete a job application on NHS Jobs and Trac jobs:

Personal Information

This section is where you will be required to fill in your personal information such as your name, address and contact details. All fields marked with a red asterisk are compulsory. Please ensure you provide at least one contact number.

Qualifications

In this section you are expected to provide all the relevant qualifications and relevant trainings you hold including ones that you are currently studying. You will be asked the names of secondary school, colleges and universities you attend / have attended and the dates you were at each of these. Please also include the details of the qualification you have studied.

Employment History

If you have not worked before, please leave Employment section blank. You do not need to have previous experience to access work experience within the NHS. However, if you have / had a part-time job whilst at school, college or university, please feel free to include this. If you have been working since leaving education, please include details of employers to cover your last three years of employment history.

Referee Section

In this section you need to provide references that cover the last three years. Please provide an email for the referee. This must be a professional email address (no Hotmail or Gmail account will be accepted).

If you are currently at school/college/university, give details of your form tutor or Head of Year.

If you have been employed rather than in education for the last three years, give details of your employers (if you are happy for them to be contacted) or details of a professional person (doctor, nurse, teacher or accountant etc.) who has known you for three years and is willing to act as a character reference.

Supporting Information

In this section, explain why you applied and what you are hoping to gain from it. Also include plans for the future and any hobbies or interests that you have that are relevant to the role. You also need complete the additional questions below the supporting statement.

It is compulsory to give details of two referees. If you have worked for the same employer for the last three years and can only provide one referee, please complete the same details for the second referee.

Potential questions you could be asked at an interview:

Clinical Interview Questions

Why do you want work in Health and Social care?

Tip: With this question your future employer wants to know what motivates you and confirm your interest in the role. Your answer should show your desire to improve peoples' lives. Being a healthcare specialist is not only about mastering clinical skills; it is also about being human and compassionate.

Please could you tell us about your relevant skills to date and why this would make you the ideal candidate for this role? (skills and experience)?

Tip: This is where you tell the interview panel about any relevant skills you have, such as communication skills, organisation skills, writing skills etc. You should also be able to explain how you will adapt those skills into the role you are applying for.

What is your understanding of patient confidentiality and what will you do to ensure you maintain this?

Tip: Confidentiality ensures that any sensitive information does not get into the wrong hands or be given to the wrong people. It is important that you know this and understand its meaning and impact. Once you understand what confidentiality means, you will need to explain how you will adapt it in your role. This question can be asked as a scenario-based question, and you will need to prove that you understand the meaning of confidentiality within the Health and Social care e.g., Data Protection.

What would you do if the Nurse/Doctor in charge asked you to complete a task you were not trained to do?

Tip: The purpose of this question is to find out how well you understand the responsibility and bounds of your role. How well you communicate with your colleagues, give an honest answer, and try to find a solution that suggests how assertive you would be in such a situation and asking for help by either shadowing a more senior member of staff or request that you are sent out for more training.

Please give an example from your recent background where you have been responsible for solving a problem? What sort of tools or processes did you use to help structure your decision making and what were the results?

Tip: This is where you have an opportunity to give a real example of a situation in the past from your work, school, or home life. Explain the problem, the approach you took to solve the problem and what results you achieved.

Have you ever had to deal with a challenging patient / customer / client? If so, how did you approach this?

Tip: When answering this question, you need to highlight your ability to analyse a situation and decision making whilst taking into consideration the patient's needs. In your answer, show your self-discipline and ability to find solutions.

What are your main goals and how do you think working here will help you to achieve them?

Tip: Talk about your goals, where you see yourself in the next few years, describe what actions you will take to learn new skills and how you will use the knowledge to progress in the future.

What strength of character / personality could you bring to this role?

Tip: Talk about your strongest character trait, (what do your friends and family love about you the most?) and explain how you can adapt it into the role.

Can you give us an example from your work and home life where you have actively addressed inequalities or promoted diversity and inclusion?

Tip: You will need to start by making it clear that you know the meaning of Diversity and Inclusion, give an example in your everyday or work life of when you have promoted this. Also, how diversity and inclusion relates to this job and your role in ensuring this.

Why should we employ you over the other candidates who have also applied for this position?

Tip: This is where you need to sell yourself to the panel by highlighting all your strengths and explaining why you think you will be the best person for the role. There is no wrong answer, this is where the interviewers get to know a bit more about you and where you can showcase your personality and skills.

Do you have any questions for us?

Tip: In most interview situations, the panel will ask if you have any questions. This is an opportunity for you to explore more information about the role or the team that has not already been discussed during the interview. Asking relevant questions demonstrates that you are keen to work with the team / organisation and that you have taken the time to look into things.

Potential questions you could be asked at an interview: Non-Clinical Interview Questions

What made you want to apply for this position?

Tip: You should answer by discussing why the company and role appeals to you, show genuine interest and excitement about the organisation/role. The best way to make sure your answer leaves a positive impression is to do plenty of research and prepare your talking points ahead of time.

Why do you want to work in Health and social care?

Tip: With this question your future employer wants to know what motivates you and understand why you chose to apply for the role. Your answer should show your desire to improve peoples' lives. When working in healthcare it is very important that you can show care and be compassionate.

What would you say are your strengths that are relevant to this role and how would you apply them?

Tip: Highlight 2 or more qualities that you consider to be your strengths. Describe how each of those qualities can be adapted into the role and how you believe it will be beneficial in the role.

What would you say is your weakness and why?

Tip: Mention a weakness that you are working on or something that your friends and family tell you off about often. There isn't a right or wrong answer, everyone has them (but do remember this is your future employer, so think about what you are happy to share). Just be honest and open to improving yourself.

There may be times when you are asked to help with several conflicting tasks. What approach will you take to ensure you deliver whilst prioritising the demands of the role?

Tip: This is where you talk about your organisational skills, mention the main tasks in the job description and explain what methods you will use to stay on top of things. Talk about the order in which you will do certain tasks in order to ensure you meet deadlines.

Looking at the job description, what are the likely challenges you think you will be facing and what approach will you take to address them?

Tip: Employers often ask this question to assess if you have read the job description and how much you know about the role. It is important to read it and ensure your answer reflects the key responsibilities highlighted in the job description. (Give an example of ways you can address these challenges).

If your friends were to describe your character, what 3 words would they use to do this?

Tip: Give an honest and open answer, this is for the interview panel to get to know a bit more about your personality.

What activities have you done/or are involved in outside of work and school and what skills did you learn?

Tip: Talk about any extra curricular activities, or volunteering work that relates to the role. Discuss what you did, what you learned and any achievements.

This role may require you to be able to keep accurate records and documentation of interactions between clients, colleagues, and patients in the appropriate legal records. Do you have any experience in keeping accurate information?

Tip: Answer honestly; if yes, explain what experience you have had and where you gained the experience. If no, talk about how you store your own information and keep your private documentation safe. Also suggest that you are willing to receive training.

Can you give us an example of how you have worked in a team to complete a task? What challenges did you face and how did you overcome them?

Tip: Your ability to collaborate and communicate with a team are probably the most important skills that you can have. It's a good idea to have some specific examples ready from when you have worked on a group project. Use examples of how you established or tweaked processes or managed / dealt with conflict within the team.

Do you have any questions for us?

Tip: In most interview situations, the panel will ask if you have any questions. This is an opportunity for you to explore more information about the role or the team that has not already been discussed during the interview. Asking relevant questions demonstrates that you are keen to work with the team / organisation and that you have taken the time to look into things.

Potential interview questions for a social care role:

In social care you'll be helping people to live more independently and have a better quality of life so it's important you have the right values. Many employers are now using interview questions that are designed to find out more about people's values and attitudes.

Here are some of the values and behaviours you might need to work in social care:

- Treat people with dignity and respect.
- Good at working with others.
- Committed to quality care and improving lives.
- Willing to learn and develop at work.

Here are examples of how these values might look in your everyday work:

- You spend time listening to people to get to know them and their needs.
- You respect people's right to make their own choices and decisions.
- You're committed to working as part of a team.
- You give people your full attention and help people when they need it most.

Potential questions you could get asked at an interview:

- Describe when you supported someone who was going through a difficult time
- Tell us about a time when you felt really committed to and motivated by supporting, caring for or providing a service to others
- Give me an example of a time when something went wrong at work, or you made a mistake in your work?
- Tell us about a time when you feel you worked well as part of a team?
- Give us an example of a time when you helped and supported someone in your work or someone outside of work to enable them to be able to do something for themselves

TIPS:

- You might not have experience of working in a social care role, but you might have lots of other experience that demonstrates that you have these skills. You could draw on experiences from a hobby, your home life, or from a previous role. Have a think about some of the questions above and write down some relevant examples
- These types of question are intended to find out how you have behaved in the past as this can tell interviewers a lot about your values and attitudes – and how you may approach different situations in the future. Expand as much as possible on your answers – and always include information about the approach you took, what you achieved, and what you learnt

Everyone working in social care needs English, number, digital and employability skills, including problem solving and teamwork. Some organisations may ask you to do a test as part of the interview process.

If you would like more information about the roles and qualifications needed, visit

www.jobsthatcare.co.uk

If you would like more information on how to get into a role, do an apprenticeship or gain some work experience in health and social care then please email:

NHS Southwest London - SWLworkforce@swlondon.nhs.uk

Social care - information.team@skillsforcare.org.uk

