

SKILLS MAP

INTERESTED
in Caring &
Supporting others?



JOB TASKS
can include:

- Make food help with eating
- Washing up
- Using the phone
- Cleaning
- Using hand tools/equipment
- Carries goods
- Sorting waste for recycling
- Meet & greet visitors
- Getting to know individuals & families
- Using the computer
- Sorting laundry
- Changing bed linen
- Work with other professionals
- Help organise activities & outings
- Report any concerns

- working in a physically & emotionally demanding place
- standing up & walking around for a long time
- shift work
- follow instructions
- wear uniform, which may include a hat & or face mask or gloves
- confidentiality

OTHER SKILLS
you may
need to be able
to develop:



TRAINING & QUALIFICATIONS
that may be
required:



- Food safety & hygiene
- Food allergy awareness
- Customer service
- Manual handling
- First aid
- Security clearance (DBS)

HOW CAN YOU DEVELOP
these skills ready
for work?



- Volunteering or work experience with an employer in this sector
- Making hot drinks, food at home for family members
- Helping out with household chores
- Organise a family outing or activity
- Speaking to unfamiliar people in the community
- Practising telephone skills

OUR EMPLOYERS
said



Key things required for working in Caring and Supporting others are, a caring attitude, communication and team work, understanding and sympathy.

'Don't give up when you come to your first little hurdle is what I've learnt from my experience'

Becky, Somerset NHS Trust

'Having a caring and compassionate nature is really important as well'

Caroline, Somerset NHS Trust

'It is imperative that people are honest. You do need to be kind. You don't need to come to us fully skilled. We can train you in that.'

Mandy, Brunelcare

'You need to be quite organised. You need to be quite kind and caring.'

Molly, Little Adventures Nursery.

The Seven Magnificent Skills

1
Positive
Attitude

2
Resilience

3
Communication

4
Problem
Solving

5
Willingness
to learn

6
Self-
Management

7
Team
Work