



Who am I?

Card Match Activity

Aim

This activity aims to give learners an insight into different job roles in a Mental Health Trust and the tasks that are involved within those roles, it also aims to highlight the diversity in the NHS workforce and challenge stereotypes associated with certain professions.

Preparation

Step 1: Print copies of all the job sheets included in this guide from page 3 onwards, you will need to print enough copies for the number of groups or individual learners that will be taking place. For example, with a group of 15 learners working in groups of 3 print 5 copies.

Step 2: Keeping each set of copies separate from each other, cut each sheet in half along the indicated line in the middle then cut out the job title box and duties box from the bottom section. Retain the top section (the job sheet), job title box and duties box and discard any scrap.

Optional: If you have the equipment then laminate the job title, duties and the top section with the picture, logos and positions for the title and duties to be placed.

Delivery

Step 1: Divide learners into small groups.

Step 2: Provide each group with card matching materials prepared earlier.

Step 3: Instruct learners to attempt to match the job sheet with the correct **job title**, we would advise giving around 5 minutes for this part of the activity.

Step 4: When complete, go through the correct answers with the learners using the answer sheet on the next page of this guide. You can also use an online presentation which we have prepared to reveal the answers by visiting <https://goo.gl/XB9H8w>. Ask students to amend any incorrect matches they've made as they'll be adding to the job sheets in the next section.

Step 5: Now as the learners to attempt to match the job sheet with the correct duties, we would advise giving around 10 minutes for this part of the activity.

Step 6: Confirm the correct roles and end with some additional information about the staff involved provided on page 3.

Optional: You can choose to keep a track of scores if you have a small number of groups and possibly offer a small prize.

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Correct Answers Guide

The chart below shows the correct answers for each of the job sheets, you can also use an online presentation which we have prepared to reveal the answers by visiting the following web link:

<https://goo.gl/XB9H8w>



Community Support Worker

Job Sheet: 1
Job Title: T
Duties: B



Staff Nurse

Job Sheet: 5
Job Title: E
Duties: Q



Patient Advice and Liaison Officer

Job Sheet: 2
Job Title: H
Duties: P



Director of Operations

Job Sheet: 6
Job Title: K
Duties: A



Nursing Assistant

Job Sheet: 3
Job Title: D
Duties: O



Administrator and Training Support

Job Sheet: 7
Job Title: L
Duties: X



Physiotherapist

Job Sheet: 4
Job Title: F
Duties: I



Social Worker

Job Sheet: 8
Job Title: S
Duties: M



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Additional Information

The information below is intended for use at the end of the activity in order to give a little more insight into the job roles involved.

Social Worker - originally worked in retail before having her children, then spent 10 years as a house wife before going to college to complete a GNVQ in Health and Social Care. This then encouraged her to go to University for three years to complete her degree in social care.

Community Support Worker – has dyslexia and used a tool supplied by the NHS to support her in writing up her patient notes on a daily basis.

Nurse – After a varied career in different roles, decided to become a nurse at 32 years old. Male nurses are on the increase, there are approximately 1 in 10 male nurses as opposed to 1 in 100 fifty years ago.

Head of Operations – Started her career as a support worker on a Youth Opportunity Scheme, after starting A Levels then deciding college wasn't for her.

Physiotherapist – Left school without any academic qualifications, decided at 25 years old to go to night school to complete his GCSE's and A levels before deciding to become a physiotherapist

Administration and Training Support assistant – Began working for the NHS through a Business and administration apprenticeship scheme, after completing the 12 month apprenticeship and gaining a Btec National Diploma was taken on as a permanent employee in her current job role.

Sum up

- You don't have to look a certain way to do a certain job role
- The examples given confirm that your initial education does not always determine your career
- The NHS supports employees and gives an equal chance of progression within careers, keen to support opportunities to enable individuals to realise their own potential and job opportunities within the NHS.

Follow-up

Students who want to know more about job roles in the NHS or opportunities in the Greater Manchester area are welcome to get in contact with the Greater Manchester NHS Careers & Engagement Hub by emailing careers.hub@cmft.nhs.uk

Who am I? Card Match Act

Job Sheet - 1

My Job Title...



My duties and responsibilities...

Job Title - T: Community Support Worker

Duties B:

- Usually works with service users in their own homes
- Monitors service users in their case load in order to watch their behaviour and advise carers of ways to make the day to day activities of the service user easier
- Has to communicate and work closely with social workers and community psychiatric nurses as part of this role
- Supports the service user to live as comfortably and as independently as possible in their community, accompanying them to the doctor's appointments and to the supermarket if this is something they are unable to do alone

Who am I? Card Match Act

Job Sheet - 2

My Job Title...



My duties and responsibilities...

Job Title - H: Patient Advice and Liaison Officer

Duties P:

- Compiles leaflets with all the relevant information needed for patients and carers, ensuring the leaflets are stocked up weekly
- Attends meetings and events acting as a link to voluntary services, giving information to those that are unaware of the services that are available
- Carries out annual ward inspections to ensure all the quality of food, bedding, bathroom facilities and car parking
- Delivers training in customer care
- Visits wards weekly to discuss the concerns a patient or service user may have, also attending the patient meetings
- Receives telephone calls throughout the day in regards to service users, patients and carers wanting advice, guidance or to make a complaint

Who am I? Card Match Act

Job Sheet - 3

My Job Title...



My duties and responsibilities...

Job Title - D: Nursing Assistant

Duties O:

- Works shifts as part of their job role
- Supports patients in washing and dressing if needed
- Joins in with activities that may be planned on the ward with patients
- Escorts patients to appointments within the hospital if needed
- Will make patient beds and tidy around the bed areas

My Job Title...



My duties and responsibilities...

Job Title - F: Physiotherapist

Duties I:

- This job role is ward and community based
- Attends meetings to discuss the mobility needs of the patient at home, if they are due to be discharged from hospital
- Spends time teaching carers in the mobility functions of their family member to educate in the support the carer can give when assisting in moving them around at home
- Sets exercises for the patient also referring them to a mobility group if needed. Ordering equipment for service users to use in their own homes
- Supports patients and service users in mobility problems, ordering equipment such as hand rails, to assist them in everyday life

My Job Title...



My duties and responsibilities...

Job Title - E: Staff Nurse

Duties Q:

- Assists with meal times in duties such as feeding, serving food and clearing pots away
- Ensures care plans are in place and regularly updated for patients under their care
- Checks the diary to ensure that any appointments that are scheduled for patients are supported accordingly
- Attends a hand over at every shift to gain information of all the patients on the ward
- Carries out the medication run to ensure that the correct medication is dispensed to each individual patient
- Attends a ward round with a doctor to inform the doctor of how the patient has been since the doctors last visit to the ward



Who am I? Card Match Act

Job Sheet - 6

My Job Title...



My duties and responsibilities...

Job Title - K: Director of Operations

Duties A:

- **Attends regular Service User Groups to find out about problems service users face and feedback to them**
- **Attends a lot of meetings and is required to read lots of information in to keep up to date with what is going on in the local areas and changes that are taking place in regards to health and social care in Manchester**
- **May be required to attend the Coroners Court to explain the actions the Trusts actions in certain incidents**
- **This person has a personal assistant who makes appointments and arranges their diary for them**
- **Attends a Health Scrutiny committee as part of their role, this is a City Council committee that has been set up to ensure the public can influence the decisions made in relation to health care**

Who am I? Card Match Act

Job Sheet - 7

My Job Title...



My duties and responsibilities...

Job Title - L: Administrator and Training Support

Duties X:

- Takes minutes at Regular meetings
- Uses spread sheets to save and retrieve information
- Scans information received, in order to store this to the main s/drive of the Trust computer system
- Receives and processes development applications form staff within the Trust that have applied to complete additional training in order to further their own development
- Answers the telephone throughout the day, supporting staff in booking onto training required
- Sets up the training room with laptops and projectors ready for the days training

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Job Sheet - 8

My Job Title...



My duties and responsibilities...

Job Title - S: Social Worker

Duties M:

- This person has a case load of clients
- Attends lots of meetings to discuss how the risk of a client can be minimised
- May have to go to court to put a care protection in place for the client
- Deals with cases of emotional and physical abuse in some cases
- Assesses service users for social care, minimising risks and keeping service users safe either in the community with a care package in place to look after them or in residential care