

Training needs and challenges in the social care sector

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1. Changes in society
2. Implications for professionals in care and social welfare
3. Implications for vocational education and training (VET)
4. Project of Cedefop on generic competences of front line workers
5. Conclusions

- Ageing of the population
- Cultural diversity
- Family changes
- Growing burden on the ‘informal carers’
- Accessibility of information
- Growing opportunities and risks of ICT
- Increased education level
- Economic changes
- Poverty and growing social inequality

Evolution at the demand side of social care

- Growing demand for care and assistance
- Increase of long term care and aid
- Increase of community based care
- Growing consumerism
- Individual expectations concerning care and aid
- Multicultural demands

- New types of care
 - alternatives for the subsidiary circuit
 - transitional care between home and residential services
 - fading borders between health care and social welfare
- Position of the professional caregiver
 - Growing professionalism and specialisation
 - Expert position as a new type of paternalisme
 - Decreasing interest in the position of generalist

- From government to governance
- Effectiveness and evidence-based practice
- European method of coordination
- Community-based services
- Human rights and empowerment
- Private initiative and free market
- Efficacy

- New social risks and new vulnerable groups
 - Care for the elderly and mentally ill
 - Less jobs for the low skilled
 - Family breakdown and poverty
 - More individual responsibility
 - Barriers to health services for migrants
 - Poverty and growing social inequality
 - Housing as new social risk
- Policy challenges:
 - Shortage of care workers
 - More market- and result-oriented social services
 - Human rights perspective
 - Coordination of services in the community

2. Implications for professionals in social care

- Manpowerplanning and anticipating evolutions
- Integrative approach of complex and multiple problems
- Quality of care
- Accessibility of care

- Demand oriented
- Problem and concern oriented
- Contextoriented
- Integrative
- Continuous and co-ordinated
- Community based
- Efficiency oriented
- Transparency
- Effectivity
- ...

Generic competences are needed besides specialisation

- Working in the community
 - Coordination of services for people with multiple needs
 - Working with the local community
- Working in a multicultural environment
- Human rights and empowerment
- New managerial and leadership skills



“Quality Approaches for assuring the quality of training and service provision”
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“Cedefop”

4. Project

- Five countries: Germany, Sweden, Portugal, Poland and United Kingdom
- Diversity of sectors: care for the elderly, the homeless and the disabled
- Common themes:
 - Cultural diversity
 - Ageing
 - Community-based services
 - Lack of shared vision and coordination between policy measures
 - Recruitment of workers
 - Empowerment instead of paternalism
 - Leadership based on vision
 - Entrepreneurship

Focus on competencies

- **of support providers** (beyond the focus of this project: volunteers, informal caregivers)
- **working with persons with enduring multiple and complex problems** (this target group learns us a lot about the gap between standard education and working in the field)
- **in the community based services** (taking into account the evolutions in frontline care)

Important for VET is the difference between

- **‘needed before starting the job’ and ‘to be learned on the job’**
- **two levels: frontline staff and management**

- **Trends in frontline care**
 - Deinstitutionalisation
 - Person-centered care
 - Participation, empowerment, citizenship, social inclusion
 - Multicultural work environment
 - Working with local community
 - Involvement of informal caregivers **
 - Comprehensive care **
 - Coordinated care
- **Trends in care for persons with multiple, complex and enduring problems**
 - Recovery oriented approach **
 - Assertive community treatment
 - Presence / harm reduction
 - Creating opportunities for participation
 - Outreaching care
 - Long term care
- **1. Core competencies needed for working with the target group in a frontline care organization**
- **2. Organizational characteristics**
 - Teamwork
 - Leadership

- Empowerment
- Brokerage skills
- Working in a multicultural environment
- Teamwork
- Knowledge transfer skills
- Leadership

- **Empowerment:**
 - positive attitude towards people with disabilities
 - sensitivity to and respect for individual differences
 - belief in individual rights and human dignity
 - supportive and positive attitude towards persons receiving services
 - Involving service user in decision making

- **Brokerage skills**
 - assist persons receiving services to identify, access and benefit from relevant community services in different life domains
 - assist persons in receiving services to develop natural supports such as friends and family in the community

- Working in a multicultural environment
 - A positive attitude towards different cultures
 - To be sensitive for cultural differences

- Knowledge transfer skills
 - To transfer theoretical knowledge into practice
 - To transfer knowledge on target group and interventions to other social services and social care sectors
 - To integrate technological developments into social services

- Transdisciplinary teamwork
 - Values the input and know-how of other team members
 - Work together with team members towards common goals
 - Transfer of knowledge and skills across discipline boundaries in the service of a common, client-centered goal

- Leadership:
 - Vision
 - Entrepreneurship
 - Change management

- To describe and analyse innovative practices of VET which focus on the identified generic competences
- To detect multipliable characteristics of good practices to enhance their valorisation

- Each national partner selects and evaluates three good VET practices

- Evaluation:
 - Description of VET in terms of purposes, participants, duration, vision on learning
 - Link between VET and generic competences
 - Manual in progress

- VET is a growing sector
- Increasing needs of workforces
- Needs for training in new competencies
- Further de-institutionalisation is an important issue in many countries
- Reorientation of professional caregivers is an important priority
- Evolution from paternalism and consumerism towards shared decision making, dialogue and user involvement
- This implies CHANGES in attitude, knowledge and skills
- EQARF: European qualification assurance reference framework
- Involvement of stakeholders in VET as trainers and evaluators
- A challenge for the future in many countries is user involvement in education of professionals

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