

[JOB DESCRIPTIONS]

The professional profiles of elderly caregiver from Italy, Romania and Poland which will be used in the IQEA project

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INDEX

HEALTH CARE ASSISTANT - ROMANIA.....	4
HOME CAREGIVER – ROMANIA.....	7
CARE ASSISTANT IN SOCIAL WELFARE HOUSE – POLAND.....	10
CARE ASSISTANT FOR ELDERLY PEOPLE – POLAND.....	12
HEALTH CARE OPERATOR (OSS) - ITALY	14
FAMILY ASSISTANT – SARDINIA REGION – ITALY	17
MINIMAL COMPETENCES FOR ASSISTANCE – FRIULI VENEZIA GIULIA REGION – ITALY.....	19
COMPARISON OF TASKS AMONG THE PROFILES	21

HEALTH CARE ASSISTANT - ROMANIA

1. Job description:

The persons qualified in this occupation execute care activities and contribute in maintaining an optimal environment for the patient's physical and psychological status in hospitals or in social and socio-medical institutions.

They ensure the hygiene and the adequate life environment for the assisted person, accompanying the patients in accomplishing daily activities.

They also ensure the hydration and the adequate feeding process of the beneficiaries.

The health care assistants stimulate the beneficiaries to take part to daily activities and they contribute to the improvement of health and regain of autonomy. They also help in the medication administration for the assisted persons.

They are responsible for the transportation and accompaniment of the beneficiaries, respecting the rights and the confidentiality regarding the evolution of the beneficiary's health status.

2. General terms of job practicing:

The environment where the activities requested by this job are delivered consists of hospitals and other institutions in the medical, socio-medical or social field (e.g.: long term care centres for elderly), so it is usually a protected space. The work is usually scheduled in a strict way, in shifts. This can include nights and/or week-end work. Activities are usually unstructured. This job requires frequent interpersonal interactions with medical staff (doctors, nurses), with patients and their relatives. It involves also handling persons and different equipment. There could be risks of exposure to viruses and radiations. Sometimes conflict situations may occur.

3. Education and experiences:

This job requires a basic education level – 8 classes. In order to hold this profile, specialization training is needed. The training is based on a curriculum that contains a variable number of hours (about 150), including theory and practice. The curriculum contains the following modules: planning the care activities; continuous training; working within a multidisciplinary team; interactive communication; respecting the rights of the assisted person; supervising the health status of the

assisted person; feeding and hydrating the assisted person; the hygiene of the space where the assisted person lives; the personal hygiene of the assisted person; transporting the clothes; transporting the assisted persons.

4. International Qualification Level: EQF and/or ISCED

It could be classified at level 3 (EQF). It is not classified in EQF/ISCED at national level.

5. Specific activities carried out:

Specific operational activities:

- Changing bedclothes and personal clothes (to ensure the adequate hygiene for every beneficiary)
- Repositioning and turning around the persons immobilized in bed (to prevent the discomfort and the pains due to a long time used position)
- Preparing, serving and collecting the food trays
- Feeding the dependent beneficiaries
- Ensuring the care of the persons by furnishing and emptying the bedpans
- Dressing up the assisted persons
- Supervision of routine exercises
- Preparing the persons for medical examination or treatments
- Cleaning in the rooms, and other interior spaces in the institution
- Monitoring the quantities of water and food taken and eliminated by medical staff requests
- Reporting to the medical staff the problems observed at the beneficiaries
- Delivering treatments such as massage, showers, suppositories, by request and under supervision of a nurse or doctor
- Realizing inventory charts for the delivery of necessary materials
- Depositing, preparing, sterilizing and distributing necessary instruments for treatments and rooms or surgical rooms (dressing packages, bandages, coats, cotton-wool packages, disinfectants etc.)

6. Work place:

The activities take place in hospitals and in other institutions in the medical, socio-medical or social field (e.g.: residential centres for elderly).

7. Work context:

The health care assistant works in collaboration and under the responsibility/supervision of a nurse. Usually, she/he works within a multidisciplinary team (doctor, nurse, psychologist, social worker) and participates in the preventive, curative or palliative health care.

HOME CAREGIVER – ROMANIA

1. Job description:

The qualified home caregivers provide personal care services in the homes of dependent older persons that cannot take care of themselves.

They help or substitute the assisted person in accomplishing everyday basic activities (like ensuring the hygiene of the house and objects, and the personal hygiene - toileting; meals preparation – cooking and administration; shopping; administrative tasks – paying bills).

They also take part in the medical care of the elderly (medication administration according to medical prescriptions, assisting the medical staff in delivering therapeutic procedures, monitoring the health status of the assisted person).

Manage the material and financial resources and establish the daily programme in order to fulfil the elderly needs.

Can provide psychological comfort for the beneficiary, accordingly to the person's individual characteristics, through relational activities (communication, leisure activities).

2. General terms of job practicing:

The environment of the caregiver's activity consists of the beneficiaries' homes (one beneficiary or several), so it is usually a protected space. The work is usually scheduled in a flexible way in order to meet the individual needs of patients, and can include a night and/or a week-end programme, as well as frequent coming and going. Activities are regularly structured and repetitive. This job requires frequent interpersonal interactions and handling persons and different equipments. There could be risks of exposure to viruses. Sometimes conflict situations may occur.

3. Education and experiences:

This job requires a basic education level – 8 classes. In order to hold this profile, qualification training is compulsory. The training is based on a specialized curriculum that contains 360 hours, from which 120 are theory and 240 practice (120 hours practice in institutions for elderly – geriatric hospitals or residential centres and 120 hours practical activities in the beneficiaries' homes). The qualification curriculum is focused on the following themes: psycho-geriatrics, social geriatrics, medical geriatrics, physiotherapy and first aid training.

4. International Qualification Level: EQF and/or ISCED

It could be classified at level 3 (EQF). It is not classified in EQF/ISCED at national level.

5. Specific activities carried out:

Personal care activities:

- corporal hygiene
- dressing
- feeding
- elimination hygiene

Specific operational activities:

- mobilization
- motor exercises
- walking inside and outside
- transportation of immobilized older persons
- supervision of medication administration
- supervision of health status
- assisting medical staff in execution of medical procedures

Household activities:

- housekeeping
- bed hygiene
- washing and ironing clothes
- dish washing
- meals preparation and intake
- shopping
- payment of bills

Recreational activities:

- discussions on different favorite subjects
- reading
- board games
- TV watching /radio audition
- park walks

Each activity is executed in order to help or to substitute the elderly, in a continuous or punctual manner.

6. Work place:

The activities take place in the older persons' homes – the caregiver can work in one domicile or several domiciles.

7. Work context:

This job requires permanent collaboration with the person assisted /the family/ the medical team, and with the institution that coordinates home care services. The home caregiver usually works within a team formed by professionals (doctor, nurse, psychologist, social worker). He/she is supervised by the department manager.

CARE ASSISTANT IN SOCIAL WELFARE HOUSE – POLAND

1. Job description

Care Assistant in a social welfare house exercise ancillary nursing care for the elderly, unable to work and life, chronically ill or affected by disability. Perform procedures for maintaining hygiene charges (cleaning, changing linen, etc.) and basic treatments (feeding, handling, transportation, etc.). Supervises the condition of the patient, day and night (to control the patient's basic vital signs: temperature, pressure, pulse). Participates in performing nursing procedures and treatment, apply anti-inflammatory treatments and Surfaces (lubrication, massage, exercises). Participates in conducting rehabilitation (exercises, massage and other treatments as instructed by the physiotherapist or doctor). Performs clean up work. Under the supervision of a doctor shall provide first aid in emergencies.

2. General term of job practicing

Care Assistant in a social welfare house is authorized to work in nursing homes and centers for social welfare (Domy Pomocy Społecznej, Ośrodki Pomocy Społecznej) and other care institutions. Care Assistant can also do their job, leading his own business.

3. Education and experience

Two years of training (4 semesters). In a full-time, training for adults, e-learning. Training in the profession of an Care Assistant in a social welfare house takes place in a two-year post-secondary school. The student must graduate before: a three-year upper secondary school, four-year technical school, two-year high school three complementary or supplementary technical. Vocational training is organized in two dimensions – theoretical (school) and practical (care institutions).

The core curriculum is determined by law by the Ministry of National Education.

Graduate who confirmed the qualification during professional qualification examination (external exam) is awarded to Professional Diploma of Technician, and getting title: CARE ASSISTANT IN SOCIAL WELFARE HOUSE.

4. International Qualification Level: EQF and/or ISCED : ISCED 4.

5. Specific activities carried out

Examples of key tasks for the Care Assistant in a social welfare house:

- activating ward to increase the autonomy of life;
- assistance and support of the man in the daily activities of self and personal hygiene (washing, bathing, dressing, combing, shaving, changing of underwear and bed linen, participating in exercises or rehabilitation prescribed by a doctor or therapist);
- nurture and care for the health and personal care for the sick and dependent;
- advice on budgeting or leisure activities;
- empowering ward for active leisure time and develop his interests;
- first aid in an emergency ward's health or life;
- active participation in the rehabilitation ward and activation, and perform certain tasks under the supervision or at the doctor's or therapist;
- developing positive interpersonal relationships in the immediate vicinity of ward;
- providing support in difficult situations, crises.

Care Assistant in a social welfare house, in addition to charges of providing temporary support should undertake the task, which will reduce the negative effects of staying at social institutions.

6. Work place

Work of Care Assistant in a social welfare house takes place in closed rooms in nursing homes, hospitals for chronically ill, hospices, often in difficult circumstances premises.

7. Work context

Work at day and night. Care Assistant cooperate with other persons such as teacher, psychologist, doctor and family members and carers of the patient. Work on the contract of employment or contract work.

CARE ASSISTANT FOR ELDERLY PEOPLE – POLAND

1. Job description

1. Planning a comprehensive aid and care for elderly person 2. Providing assistance in solving social and personal problems of elderly person 3. Providing assistance in running the household 4. Performing personal hygiene and care activities 5. Encouraging activity and fitness of elderly person 6. Assisting an older person in the use of medical and social services 7. Interacting with family, local community and the professionals involved in the care of an older person 8. Assisting an older person in establishing and maintaining social contacts 9. Supporting older people to develop their creative abilities, and organizing various leisure activities.

2. General term of job practicing

Work can be done in the home environment of the elderly person, social assistance centers (Ośrodki Pomocy Społecznej), nursing homes (Domy Pomocy Społecznej), and daily support homes (Dzienne Domy Wsparcia Środowiskowego), institutions acting on behalf of older people in hospital wards, including in particular: medical rehabilitation, geriatric, hospice, care and medical, nursing and care.

3. Education and experience

Post-secondary education school (education at secondary level). Duration: 2 years (4 semesters) in full-time day and part-time. Vocational training is organized in two dimensions - a theoretical (school) and practical (eg nursing home).

The core curriculum is determined by law by the Ministry of National Education. Graduate who confirmed the qualification examination confirming vocational qualifications awarded to: Professional diploma confirming vocational qualifications-EUROPASS - consistent with the commitment of learning pathways

4. International Qualification Level: EQF and/or ISCED : ISCED 4

5. Specific activities carried out

- Determining the impact of emotional and motivational processes on the efficiency of the human
- identify the needs of older people and mental fitness to determine their regulatory function
- helping in daily living activities, nursing and care of health, personal hygiene of the sick and dependent (assistance in eating meals, washing, bathing, combing, shaving, dressing, bed turndown service and change of bed linen and underwear the bedridden person and conduct simple rehabilitation exercises, agreed with the doctor)
- first aid in an emergency ward of health and life
- mobilizing the ward for active leisure time and develop his interests
- activation of the ward to increase the independence of living
- advising on the planning and organization of the household
- contact with various institutions in order to solve health problems, physical, housing, family and legal ward
- initiate positive relationships near the ward, and especially with members of his family

6. Work place

Work of Care Assistant takes place in closed rooms in patients' homes, nursing homes, hospitals for chronically ill, hospices, often in difficult circumstances premises.

7. Work context

Work carried out in full or part-time work. On the basis of an employment contract, contract to perform, work for hours. Flexible hours. Required different working hours (24 hours). The social assistance centers (Ośrodki Pomocy Społecznej) in the organizational structure developed support centers for seniors (Ośrodki Wsparcia Seniorów).

HEALTH CARE OPERATOR (OSS) - ITALY

1. Job description

OSSs have competences both in the social and sanitary sector and work in close collaboration with the other health and sanitary personnel according to a “multiprofessional approach”: They: a) meet the basic needs of the person, within their areas of competence, in social and health care; b) promote the welfare and autonomy of the patients.

OSSs have full competences in assuring hospital services/facilities but they have to receive specific tasks and duties from personnel coming from other higher sanitary professional profiles as well as from other higher social professional profiles. Main activities are related to social and health care and addressed to the person and his living environment: a) direct assistance and residential help b) intervention sanitation and social c) management support, organizational and training.

2. General term of job practicing

OSSs work in close collaboration with other health and sanitary personnel according to a “multiprofessional approach”. OSSs receive specific tasks and duties from other higher sanitary professional profiles (e.g. nurses but also Radiology technicians, Biomedical laboratory technicians and physiotherapists) as well as from other higher social professional profiles (Social worker). It is important to underline that OSS and Nurses are “complementary” profiles even if, in practice, there are a lot of overlapping areas.

3. Education and experience

To access to OSS training courses needs to complete compulsory school and 17 years of age. Training course is based on 2 modules a) a basic module b) a specific, vocational training module. Training courses are annual for a number of hours not less than 1000

4. International Qualification Level: EQF and/or ISCED

EQF level 4

5. Specific activities carried out

- Assists the person, especially if dependent or bed-bound, in everyday activities and personal hygiene

- Realizes basic therapeutical activities and basic diagnostical support
- Cooperates to activities aimed to maintain remaining psico - physical capacities, re-education, re-activation and functional recovery
- Realizes recreational activities and socialization activities for individuals and groups
- Cooperates, also in community based services, to the realization of simple activities
- Supports social and health care professionals in assisting ill persons, even if terminally ill and dying persons.
- Supports the realization of social care interventions
- Takes care of cleaning and hygiene of the patient 's living environment
- Supports the care recipient in managing his/her living environment
- Monitors and assists to the gathering of data about the needs and risky conditions of the care recipient
- Cooperates to the evaluation of the quality of provided services
- Cooperates to realization and evaluation of internships of OSS students
- Cooperates to the definition of his/her own training needs and attends training / refresher courses
- Evaluates, according to its competences, the most suitable interventions that should be put in practice
- Supports the put in practice of interventions evaluation protocols
- Uses common informative tools to record what registered during the working shift
- Puts in practice helping relationships with the care recipient and his/her family, in order to support social integration and to maintain /recover personal identity
- Knows and uses parlances and means of communication / relation which are appropriate according to the working conditions

6. Work place

OSSs are allowed to work inside hospitals as well outside (primary nursing) both for residential and no-residential activities in the following areas: social sector, health services, social-welfare and socio-health, semi-residential in hospital and at home.

7. Work context

Normally works on shifts (day / night and holidays). Cooperates with other persons such as social workers, psychologists, nurses, doctors and family members and carers of the patient. He/she is normally employed by public or private organizations.

FAMILY ASSISTANT – SARDINIA REGION – ITALY

[ACCORDING TO THE COMMUNICATION OF THE ASSESSORATO DELL'IGIENE E SANITA' E DELL'ASSISTENZA SOCIALE NR. 5422 / 04.07.2007]

1. Job description

The Family Assistant supports in daily life activities a frail elderly persons, temporary or permanently lacking of autonomy. The FA support or replace the user in personal hygiene, housekeeping, grocery shopping, preparation of meals and feeding, bureaucratic procedures and company.

2. General term of job practicing

The environment of the FA activity consists of the beneficiaries' homes (one beneficiary or several). The work is usually scheduled in a flexible way in order to meet the individual needs of patients, and can include a night and/or a week-end programme, as well as frequent coming and going. FA can also work in co-habitation with the beneficiary.

3. Education and experience

The training consists of 200 hours (148 hours class – including 96 hours in e-learning and 52 hours stage). To access the training the person must be 18 and have finished compulsory education.

4. International Qualification Level: EQF and/or ISCED

EQF level 3

5. Specific activities carried out

- Informs and support the assisted person and its household to access resources and local network of social and health care services and community services in case of emergency
- Knows rights and duties of the family assistant
- Does the everyday shopping
- Is able to communicate with the assisted person and his/her family (in case of migrant workers, a basic knowledge of the Italian language is required)
- Handles the bureaucratic procedures most commonly used by elderly people
- Assists the care recipient in mobility

- Assures the cleaning and hygiene of the care recipient
- Assures the cleaning and hygiene of the living environment of the care recipient
- Goes grocery shopping and prepares meals for the care recipient
- Identifies needs, with the aim to reassure and obtain cooperation from the care recipient
- Is able to handle and control his/her emotion in his/her relation with the care recipient

6. Work place

The activities take place in the older persons' homes – the caregiver can work in one domicile or several domiciles. It might also temporarily assist the beneficiary in hospital, in case of hospitalization.

7. Work context

The AF works under the “domestic services” contract and is employed directly by the household.

MINIMAL COMPETENCES FOR ASSISTANCE¹ – FRIULI VENEZIA GIULIA REGION

Supports the user in the mobility according to the different degree of disability, adopting the most suitable measures

– ITALY

[ACCORDING TO DGR 1232/04]

Please note: this is not a professional profile but a training profile. For this reason we are not going to use the same scheme used in the previous sections.

This training programme aims to offer an “intermediate” step towards the qualification as OSS (see above) for people working – or willing to work – in home care and residential care services for vulnerable people. The programme, in fact, allow users to obtain credits for the OSS diploma.

At the same time, it can be used as a training for those jobs in the care field not requiring a formal qualification, such as the family assistant.

Participants must be over 18 years old.

The training lasts 200 hours: 150 of theory / class lessons and 50 of practice

The training areas are the following:

- a) Social – cultural – regulatory area
- b) Psycho-social area
- c) Health, hygiene, technical procedure area

Skills and competences:

- Assures the satisfaction of basic needs of the assisted person
- Respects the sanitary and safety rules concerning the person
- Develops useful knowledge to understand and use ICT
- Supports the functional recovery of patient’s remaining abilities and the development of his/her personal autonomy
- Is able to work in team, to acknowledge the roles of the different professionals involved in the care sector and to carry on the tasks specifically required by the role

¹ Please note: this is NOT a professional profile but a training profile.

- Respects the sanitary and safety rules, the environment
- Has an ethical and responsible behavior in the execution of the job, taking into account fundamental needs and specific problems of the different kinds of care recipients
- Respects safeguard of the workers' health
- Informs and supports the person and its household to access resources and social and health care services available at local level
- Manages emergency situations, both in private house and in nursing home
- Implements the methodology of goal oriented social work and listens to patient's needs.
- Is able to adequately communicate on the basis of different kind of relations existing with the care recipient, the family and other professionals

COMPARISON OF TASKS AMONG THE PROFILES

The following scheme briefly shows the differences in work environment and training hours required by the different profiles.

NAME	COUNTRY	TRAINING HOURS	WORK ENVIRONMENT
HEALTH CARE ASSISTANT	ROMANIA	150	NURSING HOMES AND OTHER INSTITUTIONS
CARE ASSISTANT IN SOCIAL WELFARE HOUSES	POLAND	700	NURSING HOMES AND OTHER INSTITUTIONS
HEALTH CARE OPERATOR	ITALY	1000	HOME SERVICES BUT MAINLY IN NURSING HOMES AND OTHER INSTITUTIONS
CARE ASSISTANT FOR ELDERLY PERSON	POLAND	700	NURSING HOMES AND OTHER INSTITUTIONS BUT MAINLY AT PATIENT'S HOME
MINIMAL COMPETENCES FOR ASSISTANCE	FRIULI VENEZIA GIULIA REGION	200	PATIENT'S HOME AS WELL AS NURSING HOMES AND OTHER INSTITUTIONS
FAMILY ASSISTANT	SARDINIA REGION	200	PATIENT'S HOME
HOME CAREGIVER	ROMANIA	360	PATIENT'S HOME

Even though the professional profiles cover the same kind of job, the tasks performed by the different professionals in the different countries might vary.

The following chart compares them.

AREA	HEALTH CARE OPERATOR ITALY	HEALT CARE ASSISTANT ROMANIA	HOME CAREGIVER ROMANIA	CARE ASSISTANT (ELDERLY PERSON) POLAND	CARE ASSISTANT (WELFARE CENTER) POLAND	FAMILY ASSISTANT RAS - ITALY	MINIMALS COMPETENCES FOR ASSISTANCE FVG - ITALY
Personal care and mobilization	Assists the person, especially if dependent or bed-bound, in everyday activities and personal hygiene	Repositions and turns around the person immobilized in bed Dresses up the assisted person Feeds the dependent beneficiaries	Personal care activities: corporal hygiene, dressing, feeding, elimination, preventing functionality deficiencies. Specific operational activities: mobilization, walking inside and outside, transportation of immobilized older persons	Recognizes the social situation, living conditions and needs and psycho-physical problems of an elderly person Activate the ward to maintain their independence living and physical fitness Helps the care recipient with personal and environment hygiene Performs basic hygiene tasks and activities care	Assists and supports the care recipient in the daily activities of self and personal hygiene Feeds and carries out health and personal care activities for the sick and dependent person Assists in improving the patient's mobility Supports patients to keep their autonomy and independence.	Assists the care recipient in mobility Assures the cleaning and hygiene of the care recipient	Supports the user in the mobility according to the different degree of disability, adopting the most suitable measures Assures the satisfaction of basic needs of the assisted person Respects the sanitary and safety rules concerning the person

					Encourages the patient to actively develop recreative activities and interests		
Basic health care activities	Realizes basic therapeutical activities and basic diagnostical support	Provides care recipient with treatments such as massage, showers, suppositories by request and under supervision of a nurse or doctor. Prepares the person for medical examination or treatments	Supervision of medication administration Supervision of health status Assisting medical staff in execution of medical procedures	Recognizes psychosomatic disorders affecting functioning of elderly people in the social environment Interprets the causes and consequences of disturbances in the functioning of elderly people Applies the principles of a healthy lifestyle and carries on business and promotion health prevention	Encourages the active participation of the patient in the rehabilitation, and performs certain tasks under the supervision of the doctor/ therapist	-	

				Assists an older person in the use of medical services and social systems			
Cooperation to rehabilitation activities	Cooperates to activities aimed to maintain remaining psico - physical capacities, re-education, re-activation and functional recovery	Supervises routine exercises	Specific operational activities: motor exercises	<p>Adapts working methods to the patient taking into account his/her age and conditions</p> <p>Uses different working methods in his/her elderly care activities</p> <p>Stimulates activity and fitness for elderly people</p> <p>Participates in the selection of age-appropriate exercises and fitness and supports patient to overcome mobilization problems</p>	<p>Encourages the patient to increase the autonomy of his/her life</p> <p>Encourages the patient to take part in occupational therapy</p>	-	Supports the functional recovery of patient's remaining abilities and the development of his/her personal autonomy

Recreational activities and socialization	<p>Realizes recreational activities and socialization activities for individuals and groups</p> <p>Cooperates, also in community based services, to the realization of simple activities</p>	-	<p>Recreational activities: discussions on different favorite subjects, reading, board games, TV watching /radio audition, park walks</p>	<p>Helps the patient to organize recreational activities and to develop creative abilities</p> <p>Provides assistance in solving social and personal problems of elderly people in order to improve the quality of their life</p> <p>Supports the patient to establish and maintain his/her social contacts</p>	<p>Promotes the patient empowerment for an active leisure time and for the development of his/her interests</p> <p>Develops positive interpersonal relationships within the patient's network</p>	-	-
Cooperation with other professionals	<p>Supports social and health care professionals in assisting ill persons, even if terminally ill and</p>	<p>Deposits, prepares, sterilizes and distributes necessary instruments for</p>	<p>Collaboration with the person assisted /the family/ the medical team, and with the institution that</p>	<p>Recognizes and uses the resources of the family environment, at institutional and local level in</p>	<p>Contacts the various institutions and social organizations to solve health,</p>	-	<p>Is able to work in team, to acknowledge the roles of the different professionals</p>

	<p>dying persons.</p> <p>Supports the realization of social care interventions</p>	<p>treatment and rooms and surgical rooms (dressing packages, bandages, coats...)</p> <p>Realizes inventory charts for the delivery of necessary materials</p>	<p>coordinates home care services.</p> <p>Works within a team formed of professionals (doctor, nurse, psychologist, social worker).</p> <p>He/she is supervised by the department manager.</p>	<p>his/her care activity.</p> <p>Uses the available benefits and services depending on the patient needs</p> <p>Cooperates with the stakeholders in order to solve patient's problems linked to: health, material resources, housing, family and legal issues.</p> <p>Organizes a group of the Community support</p> <p>Works together with specialists in the elderly care activity</p> <p>Manages a team of care sector</p>	<p>physical, family, housing and legal problems of the patient.</p> <p>Cooperates with rehabilitation, therapeutic teams and supporting institutions.</p> <p>Cooperates with legal guardian and court guardian.</p>		<p>involved in the care sector and to carry on the tasks specifically required by the role</p>
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				workers Interacts with the family, local community and specialists involved in the elderly care activity			
House / other living environment management	Takes care of cleaning and hygiene of the patient 's living environment Supports the care recipient in managing his/her living	Cleans the rooms and other interior spaces in the institution Changes the bedclothes and personal clothes (to ensure hygiene for every beneficiary) Prepares, serves and collects the food / trays	Household activities: housekeeping; bed hygiene, washing and ironing clothes, dish washing, meals preparation and intake, shopping, payment of bills or solving other administrative issues.	Supports the patient to run the household and to manage domestic budget; Writes letters, fills out applications and other documents for the corresponding institutions (social services, etc.)	Advices patient about household budgeting administration or leisure activities Helps the patient to manage the contacts with officials, courts and other administrative bodies. Helps patient to write letters, legal documents. Helps patient to find job or a place for living.	Assures the cleaning and hygiene of the living environment of the care recipient Goes grocery shopping and prepares meals for the care recipient Handles the bureaucratic procedures most commonly used	Respects the sanitary and safety rules, the environment Informs and supports the person and its household to

	environment					by elderly people Does the everyday shopping Informs and support the assisted person and its household to access resources and local network of social and health care services and community services in case of emergency	access resources and social and health care services available at local level
Planning Monitoring Collect information Evaluating	Monitors and assists to the gathering of data about the needs and risky conditions of the care recipient Cooperates to the evaluation of the quality of	Reports to the medical staff the problems observed at the beneficiaries Monitors quantities of water and food taken and	Planning the daily activities Evaluating the priorities according to the needs of the care recipient Monitoring the evolution of the	Evaluates the patient relational skills in order to enhance his/her environment social life Monitors and evaluates his/her own work Organizes a	Organizes the patient environment. Plans and organizes her/his own work. Prepares monthly schedule of his/her work.		-

<p>Reporting</p>	<p>provided services</p> <p>Cooperates to realization and evaluation of internships of OSS students</p> <p>Cooperates to the definition of his/her own training needs and attends training / refresher courses</p> <p>Evaluates, according to its competences, the most suitable interventions that should be put in practice</p> <p>Supports the put in practice of interventions evaluation protocols</p>	<p>eliminated by medical staff request</p>	<p>elderly during the care process</p> <p>Reporting the changes in the status of the care recipient to supervisors.</p>	<p>comprehensive care plan, taking into account the elderly person needs in order to offer possible legal solutions, benefits and services</p> <p>Uses various sources of information and expert advices</p>	<p>Plans scope of assistance and care for the patient.</p> <p>Follows the procedures to ensure the quality of the provided care.</p> <p>Monitors the undertaken activities.</p> <p>Prepares criteria and tools for the monitoring and evaluation of care assistance.</p>		
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	Uses common informative tools to record what registered during the working shift						
Management of emergency situations	-	-	Gives first aid in emergency situations	Ensures patient safety during his/her hospitalization Is able to provide elderly people with emergency care/ first aid	Provides elderly people with emergency care/ first aid	-	Manages emergency situations, both in private house and in nursing home
Emotional support	Puts in practice helping relationships with the care recipient and his/her family, in order to support social integration and to maintain /recover personal identity	-	Provides psychological comfort for the beneficiary, accordingly to the person's individual characteristics Solves conflicts Establishes an interpersonal relationship with	Solves difficult situations and conflicts and promotes the patient's rights and interests Puts in practice the methods and techniques for coping with stress	Helps to solve emotional crisis	Identifies the patient's needs, with the aim to obtain his/her cooperation Is able to handle and control his/her emotion in his/her relation with the care recipient	Implements the methodology of goal oriented social work and listens to patients needs.

			the care recipient and his/her family in order to maintain or to regain autonomy and self - confidence				
Appropriate communication	Knows and uses parlances and means of communication / relation which are appropriate according to the working conditions	-	Is able to communicate with the assisted person, his/her family, and other professionals	Establishes and maintains contacts and puts in practice the principles of communications in supporting and helping the elderly person; Uses alternative methods of communication, including sign language, Braille system, a system Bliss Communicates in another language in order to perform occupational tasks	Communicates with the family, therapeutic and rehabilitation teams in the field of planning and implementing care activities. Communicates with legal guardian and court guardian. Is able to recognize communication barriers and to overcome them. Shapes positive relations with har/his social and	Is able to communicate with the care recipient and his/her family (in case of migrant workers, a basic knowledge of the Italian language is required)	Is able to adequately communicate on the basis of different kind of relations existing with the care recipient, the family and other professionals

					working environment.		
Ethical aspects, rights and duties	-	-	Knows rights and duties of the home caregiver, respecting the ethical code of the profession.	<p>Puts in practice the principles of ethics in professional work</p> <p>Puts in practice the law related to occupational tasks</p> <p>Observes rules and principles of occupational health and safety, regulations fire protection and environmental protection</p> <p>Organizes the workplace in accordance with the requirements of ergonomics;</p> <p>Follows the Labour Code provisions</p>	<p>Observes the principles of social coexistence.</p> <p>Observes the principles of professional ethics.</p> <p>Respects the confidentiality rules.</p>	Knows rights and duties of the family assistant	<p>Has an ethical and responsible behavior in the execution of the job, taking into account fundamental needs and specific problems of the different kinds of care recipients</p> <p>Respects safeguard of the workers health</p>

				<p>concerning the rights and duties of the employee and the employer;.</p> <p>Assists patient to run his/her household and to manage tangible and intangible resources ward and promotes care recipient's rights and interests</p>			
Use of ICT and methodological supports	-	-		<p>Motivates the patient to use the ICT tools</p> <p>Keeps records of working with the charges of using techniques IT</p>	<p>Uses information technology in care daily activities (gathering and working on data, preparing documentation)</p>	-	<p>Develops useful knowledge to understand and use ICT</p>

Comments:

- All profiles include personal assistance (mobilization, feeding, personal hygiene...)
- All profiles, except AF, include the realization of basic health care activities under the supervision of a doctor or a nurse
- Cooperation to rehabilitation activities is foreseen in all profiles, except IT/AF/SAR
- The promotion of recreation and socialization is foreseen in IT/OS, PL, RO (home caregiver only) and in IT/AF profiles
- The ability to cooperate with other professionals is explicit in PL, IT/OSS and in IT/AF/FVG. In RO/HealthCA there is an indirect reference in the sentence “Prepares the person for medical examination or treatments” and “Deposits, prepares, sterilizes and distributes necessary instruments for treatment and rooms and surgical rooms” .
- All profiles mention activities in the area of house / other living environment management, but with significant differences. In fact:
 - the CLEANING of the living environment is mentioned in IT/OSS, IT/AF/SAR, RO and PL
 - MEALS preparation is foreseen in RO and IT/AF/SAR – the latter also includes grocery shopping
 - Handling of BEAUROCRATIC procedure and help in accessing services is included in both IT/AF profiles, in RO/HomeCA and in PL
- The monitoring and reporting of relevant situation is a task for IT/OSS, PL/both profiles and RO/HealthCA
- The management of emergency situations, on the other hand, is mentioned only in PL and IT/AF/SAR
- The provision of emotional support is mentioned only by PL while IT/OSS refers to the put in practice of a “helping relationship”. On the other hand, IT/AF/SAR mentions the identification of needs in order to “reassure and obtain cooperation” and IT/AF/FVG mentioned as a task the “listening to user’s needs”. No references in RO and in the PL profile of Welfare Center worker.
- The issue of appropriate communication capacities is raised only by IT, in all the three profiles and by the .
- Ethical aspects are mentioned only by PL (Home care and welfare house care profile) and IT/AF (both Regions)
- Finally the use of ICT is a task only for PL / Home care and welfare house care and IT/AF/FVG