



Programma di
apprendimento
permanente

TEMPLATE FOR THE COLLECTION OF INFORMATION ON THE PROFESSIONAL PROFILE OF THE COORDINATOR

Issue to be considered in the analysis and description of the profile

Identification of the profile

Several forms of description of the profile will be elaborate in order to identify the most adequate profile for the type of transfer. These forms will take into account the following factors:

- (a) Different configurations of the profile (unit coordinator, group coordinator, coordinator of a small facility...)
- (b) Organizational level in which the profile belongs (starting from the level of the workers: level 0)
- (c) Dimensions of the coordinated activities (number of care workers)
- (d) Overall size of the facility where the profile carries on his/her activities (beds, units, overall employees....)
- (e) Different specializations considering the typologies of the beneficiaries.

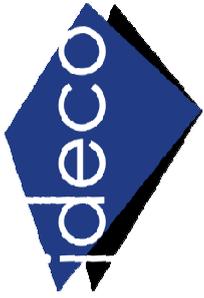
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1. **Description of the role:** describe the purpose, the objectives and the reasons which justify the existence of the profile in the organization where he/she carries on his/her activities.
2. **Conditions of the working context:** explain the conditions under which the owner of profile carries on his/her activities, underlying the workloads, the physical or mental required efforts, the risks and the equipments and instruments he/she needs to do the job.
3. **Training and experience:** school degree, vocational training courses, previous experiences normally requested for filling the profile.
4. **International level of qualification EQF and/or ISCED¹.** It is important to specify if the profile has been already classified at a national level in one of the two classifications (report the corresponding national level). If the level hasn't been classified, indicate which is the correct level of classification of the profile.

¹ About EQF and ISCED qualification systems see the attached Table* and Table **



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5. **Specific activities:** Describe the aim activities required to the holder of position: each activity should describe the typology of the activity, its objectives, the methods used to carry on them. The activities can be organized according to the operational organizational or relational categories.
6. **Learning outcomes:** the activities can be divided into elements that describe the competence units, that is the results of learning intentionally pursued (in formal or informal contexts) by the holder of the profile and related to the expectations expressed by the organization, in order to reach the assigned objectives at an adequate level.
7. Describe the indicators of competence (elements related to the a possession of a competence) for each result of learning. The indicators should be possibly divided into different categories: (a) Indicators of knowledge refers to the result of assimilation of information through learning. Knowledge is the body of facts, principles, theories and practices related to a field of study or work; (b) Indicators of skills refers to the capacity to apply knowledge and to complete tasks and to solve problems; (c) Indicators of behavioral skills refers to the proven capacities to autonomously and responsibly implement behaviors coming from knowledge and skills, so as to allow a personal professional and effective development

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8. **Working place:** Briefly explain the characteristics of the context (sector, facility, service) where the activity takes place and its effects on the profile.
9. **Organizational context:** describe the position of the profile within the organizational chart, underlying: the other profile in charge of the supervision; the profiles which depends on this position; the other profiles with whom he/she normally cooperates, the dimension of the working group where he/she is integrated or coordinates.

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INTERVIEW OUTLINE

I thank you for having accepted this interview. I propose you an exchange: tomorrow I will come to work pretending to be you, and I will behave exactly like you. In order to make the exercise easier, I ask you to think your working day of yesterday. Before starting the story, I ask you: what kind of training I did to get this job? How long I carry out this role? How did I obtain this role? Briefly, what kind of skills I must have? Did you learn these skills studying or working? Do you remember at least one occasion of learning? Did you have a "master" who taught you or who inspires you in your work?

Let's start to investigate how I have to behave when I am at work:

- What time should I arrive?
- What is the first thing I do as soon I arrive at work. (Do I punch in? Do I go to the office? Am I alone or not? Do I check the e-mail? Do I answer to the phone? It is necessary to help the interviewed if he/she is not used to describe his/her working day)
- Is usually my working week planned? Is it possible to plan my working day? When do I plan it? Is it always possible to respect the plan? (It is important to come up if it is a job that has many contingencies/emergencies; the nature of these emergencies ; after that, a direct question on the contingency can follow) It is important to identify the activities carried on daily and weekly.
- What is the most important activity of my working day and of my week?
- What are my main responsibilities? How do I define my role?

- What is my position in the organizational chart? What are figure with whom I interact?
- How many people do I coordinate? What are their professional profiles? What is the most problematic /positive ? What are the most difficult moments? What are my strategies of coordination?
- Who are my supervisors? What kind of relations do I have with them? How is our relationship? Do I see them every day?
- Who are the people I relate to? Do I meet them every day? When? What is the most problematic/positive aspect?
- Do I take a break during the working days? Alone?
- What time do I finish my shift? What is the last thing I do before I go? What time do I finish? Which is the last thing I do before I go? Am I available outside of working hours? For which reasons?
- Do I use devices to plan and monitor my activities? Which ones? (diaries, interviews, activity plans? Are they useful?
- Are there any competences, at the moment, that should be strengthened for my job?
- Are there other coordinators in the facility with whom I interact? In formal or informal situations?
- Is there any collaboration between coordinators of different facilities?
- Is it expected in the facility an activity plan and a profile of the coordinator?
- Is it expected a specific refreshment course for the coordinator? If yes, in what ways and times?