



Skills and Labour Market



Education and Culture DG

Lifelong Learning Programme

FLORENCE MEETING

Occupational strategies in social services and senior tourism

27/02/2014



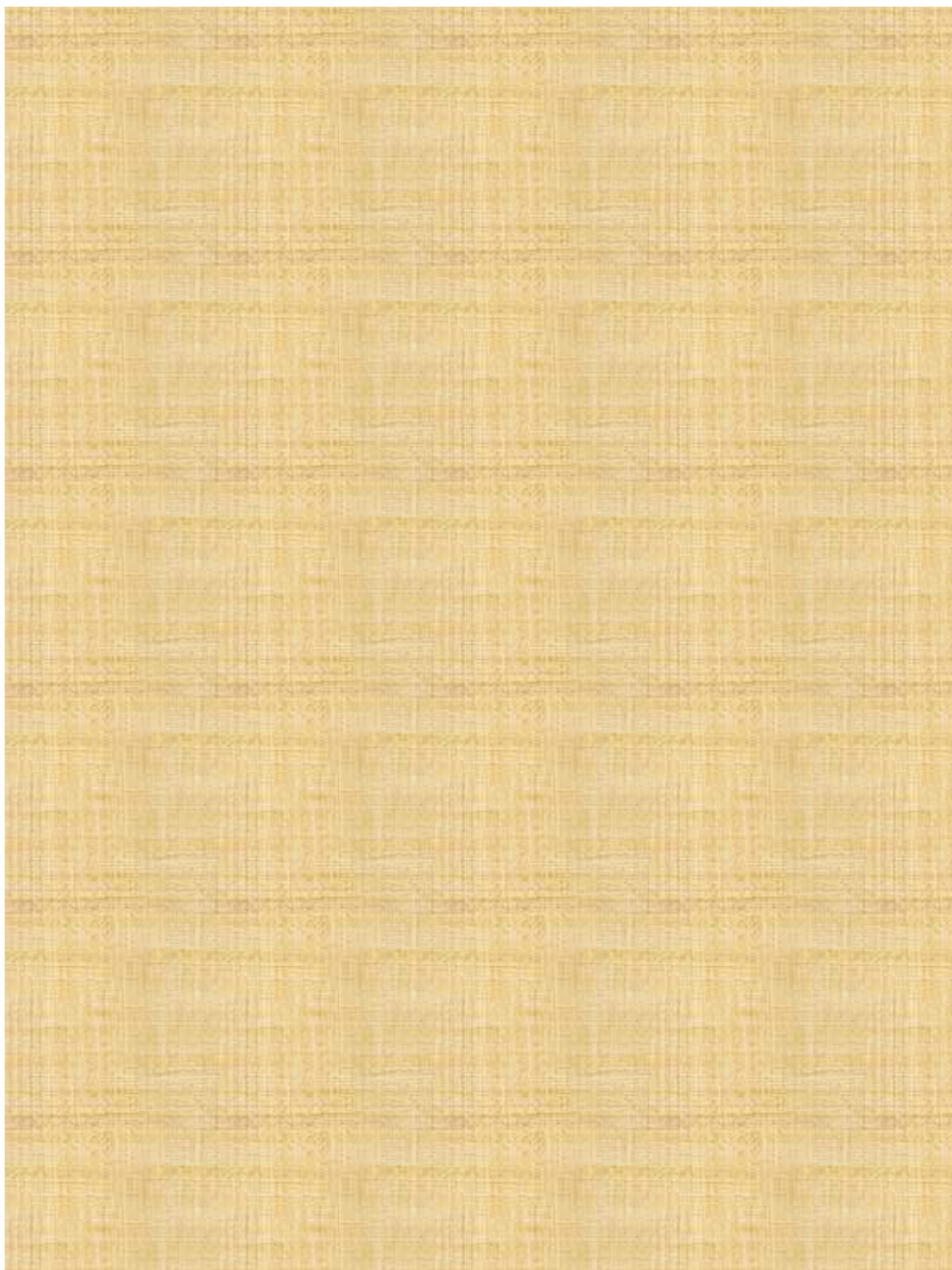
CENTRO DE ESTUDOS DOS POVOS E CULTURAS DE EXPRESSÃO PORTUGUESA

CEPCEP-Portuguese Catholic University

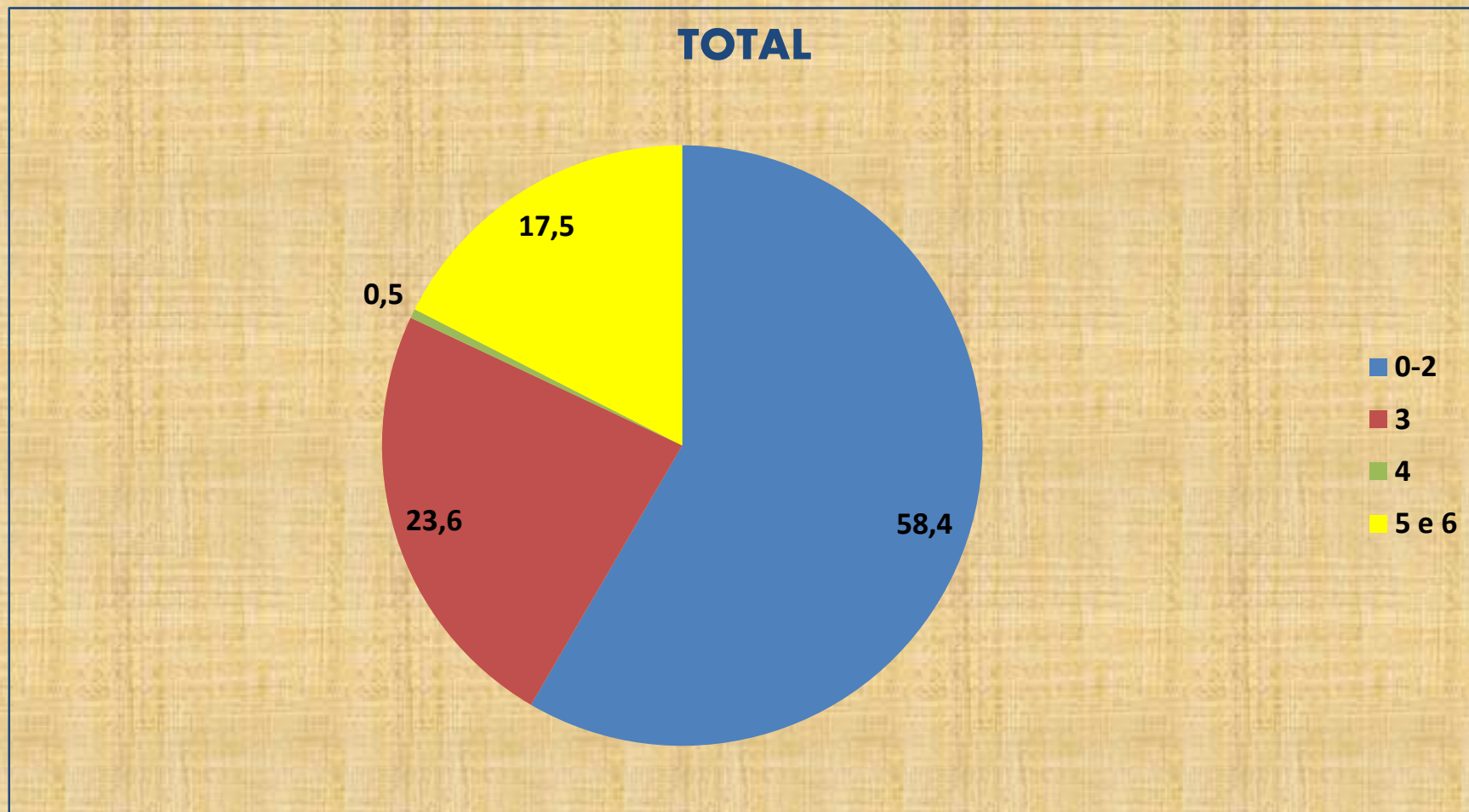
- CEPCEP, Centro de Estudos dos Povos e Culturas de Expressão Portuguesa, established in February 1983.
- The aim of CEPCEP is the development of culture and scientific knowledge furthering the understanding of the Portuguese human and cultural interactions throughout the world.
- CEPCEP has extensive work on the field of education and training, employment and economy, with a strong emphasis on policy advice in a national, European and worldwide basis.
- The main issues are like forecasting and foresighting qualifications and competences, low skills, young and adults education and training and lifelong learning.
- The CEPCEP research team has extensive experience in skills anticipation methods- several studies were published using the M3E and a new version of the M3E incorporating key competences and alternative future scenarios for Portugal 2020.

Occupational strategies in social services and senior tourism

- Employment
- Qualifications
- Training Needs
- Prospective
 - Job creation
 - Skills

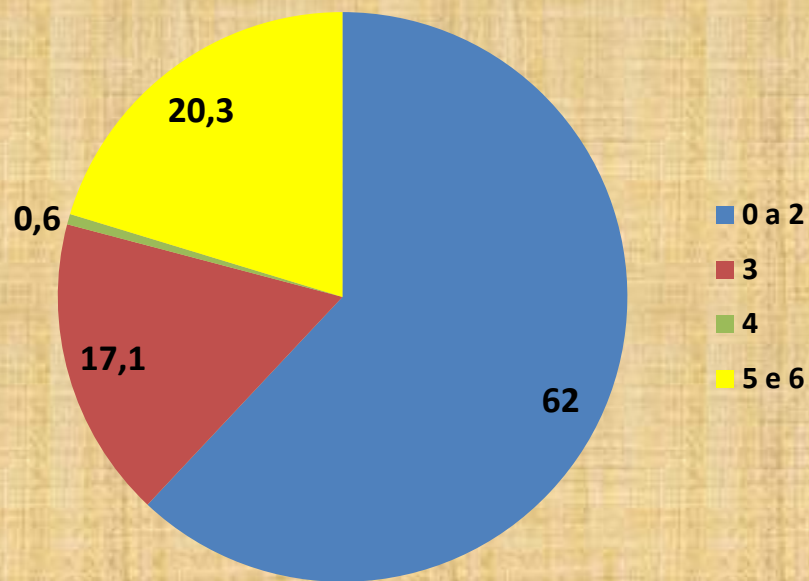


Employment by ISCED – 2012

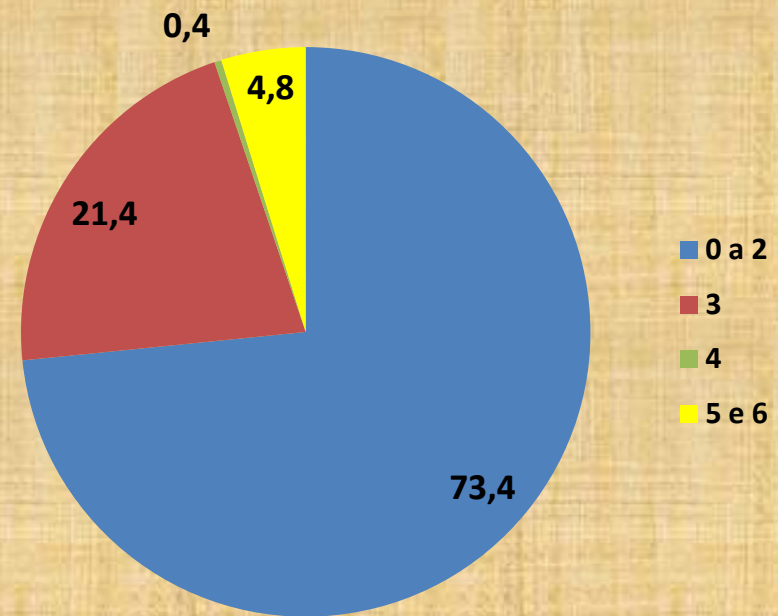


Employment by ISCED – 2012

Social Service



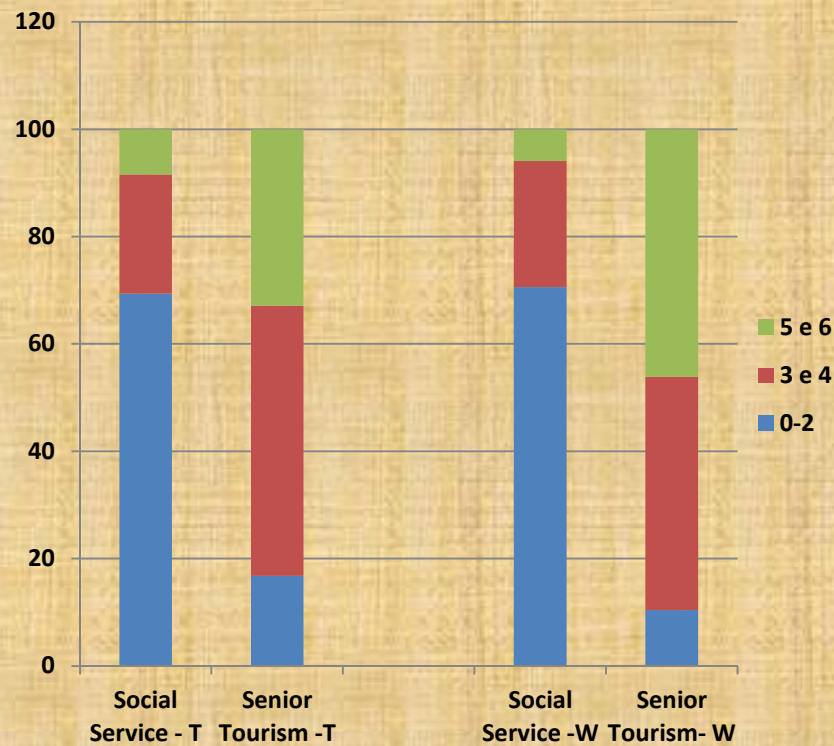
Tourism



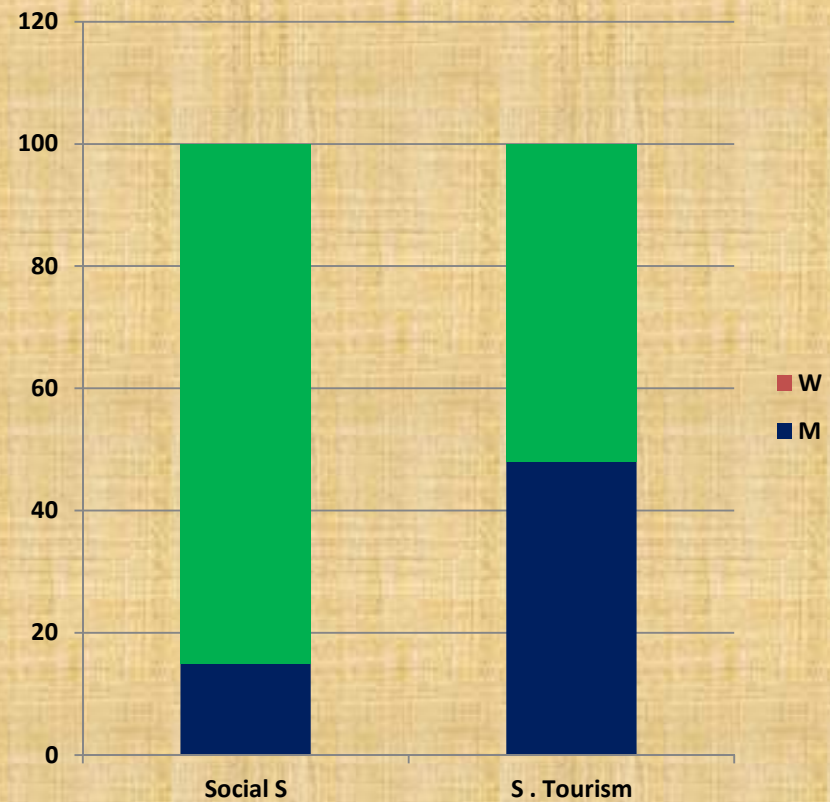
Employment by ISCED-2012 < 25 years old

Source: EUROSTAT-LFS

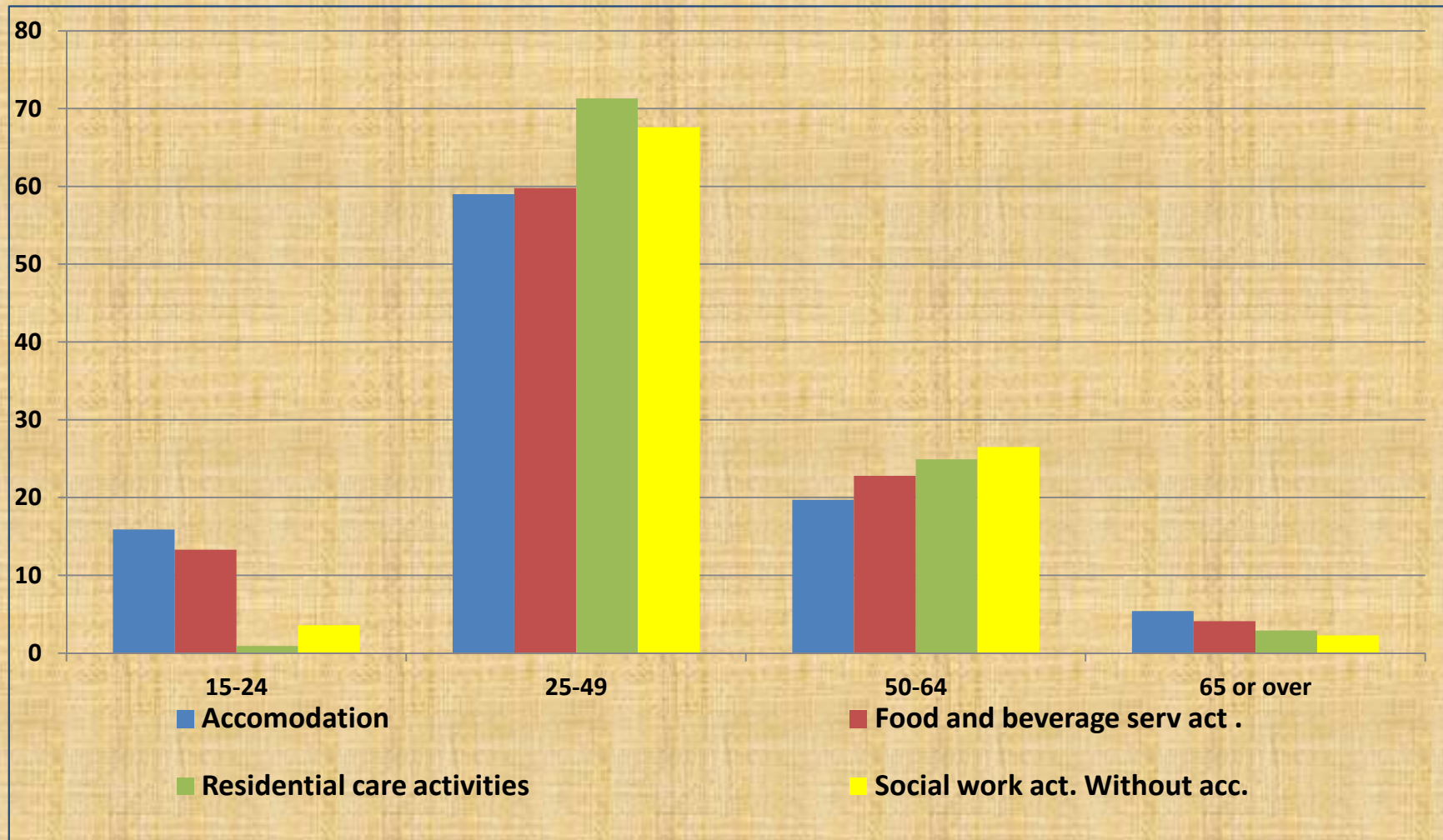
Employment in SS and ST



Employment by gender



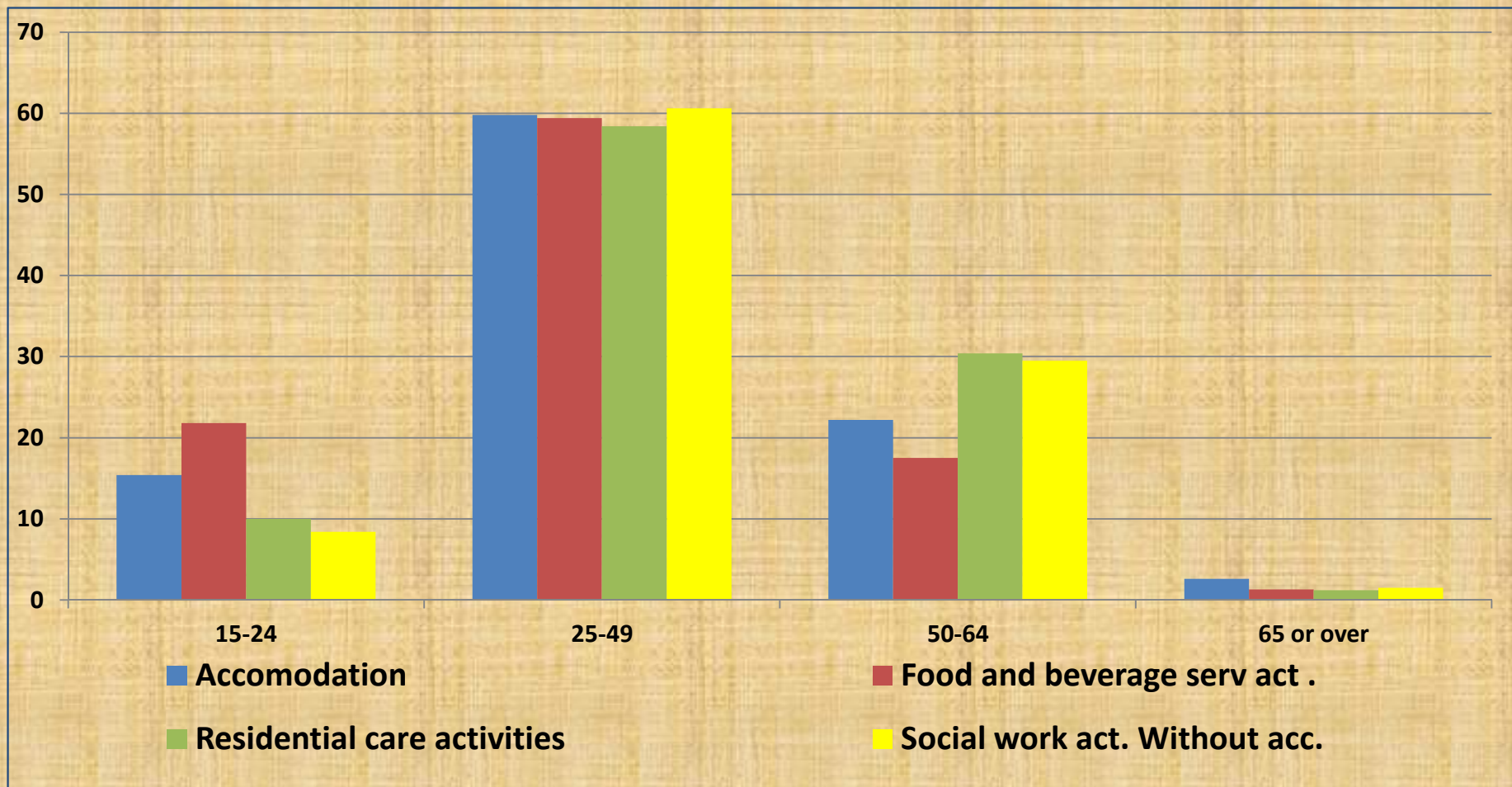
Structure of Employment by Age Principal Sectors of Tourism and Social Services



Structure of Employment by Age

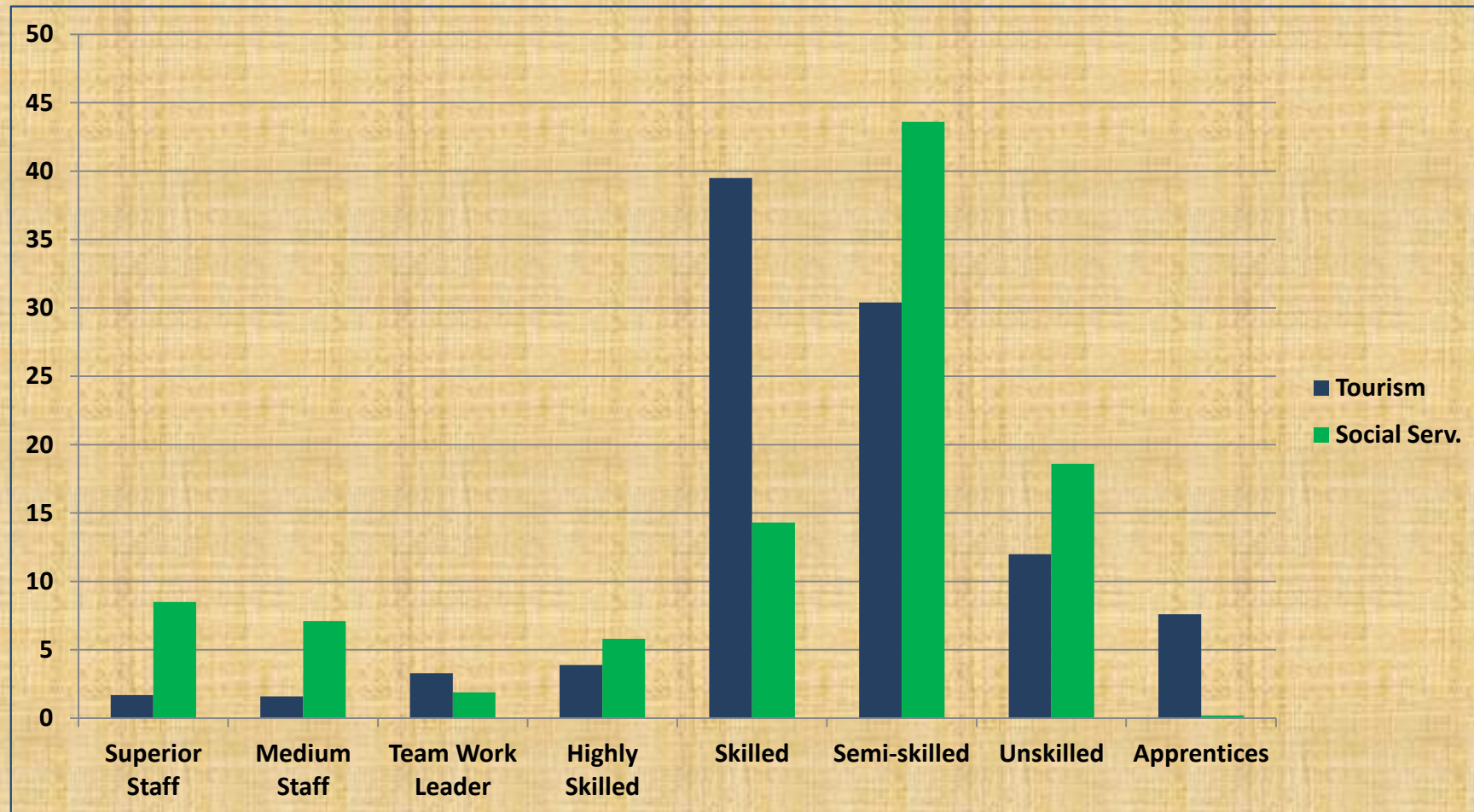
Principal Sectors of Tourism and Social Services-EU 27

2012



Employment Qualification Structure

Source: Quadros de Pessoal, 2012

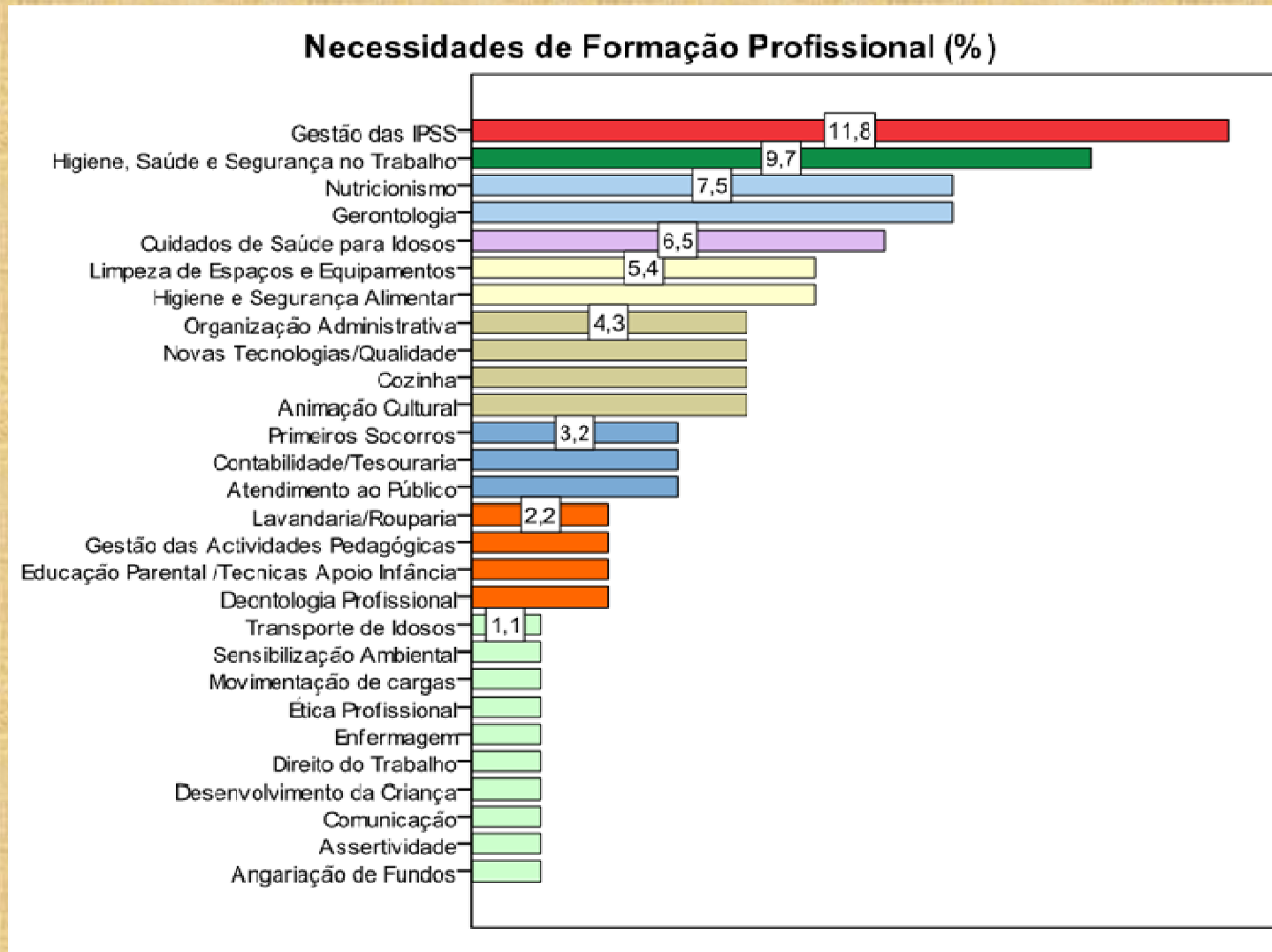


Qualifications Structure(Example/ Social Services)

Categories	Structure (%)
Non skilled workers	19,4
Semi-skilled workers	13,3
Skilled workers	43,2
Hight Skilled Workers	3,6
Media Staff	6,4
Superior Staff	14,1

Training Needs in Social Services

Source: Study, SERGA, 2012



Training Needs/ Social Services Case Studies

Entity	Communication Skills	Geriatric	Team-work skills	Innovation Capacity	Health Competences
SCM Chaves	X		X	X	
SCM Amadora	X	X	X		
SCM Alcácer do Sal		X	X		X

Training Needs in Senior Tourism Case Studies

Entity	Communication Skills	Inter-personnal Relationship Management*	Account	Socio-cultural Activities**
INATEL Foundation			X	X
City Hall of Loures	X	X		
School of Hospitality and Tourism of Lisbon	X	X		X

Employment prospective in the next five years

Social Services

Entity	Additional jobs will be created	Some jobs will be substituted	Existing jobs will be redefined
SCM Chaves	X An increased need for workers with higher qualifications namely in geriatric domains	X the increase of non-residence services instead of residence services	X reconversion of home helpers
SCM Alcácer do Sal	X Create a service with qualified volunteers		X reconversion of home helpers
SCM Amadora	X physiotherapists, psychologists and socio-cultural animators		X Reconversion of home helpers

Employment prospective in the next five years

Senior Tourism

Entity	Additional jobs will be created	Some jobs will be substituted	Existing jobs will be redefined
INATEL Foundation	X (mainly Animators directly proportional to the number of Senior Tourists involved)		
School of Hospitality and Tourism of Lisbon			X (Initial Training must be adapted to the Senior Tourism target groups and Continuous Training must be provided to the professionals that already are working on this field.)

Skills Needs in Social Services and Senior Tourism- next five years

- Human Relations and Interpersonal Skills (dealing with conflicts, Interaction and collaboration with peers, Cooperation and team working, sharing of information)
- Communication skills (written and oral expression...)
- Personal qualities/attributes (self-control, assertiveness, initiative, responsibility)
- Social Services sector:
 - - Focus on communication and team work skills
 - - Technician of Family and Community Support, level 4
- Senior Tourism sector
 - - Specific training for animators- social-cultural skills
 - - ICT, accounting, sales



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Thanks for your Attention



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