

#### KIND OF REQUESTED TRAINING TO WORK IN OUR PROGRAMMES (PROBENS):

- Degree in social sciences, to know in depth social policies, vulnerable target groups, the intervention methodologies, the structure and functioning of the existing social resources network and the functioning of the existing social resources.
- Training in employability by competencies, in order to implement this methodology in the different areas (analysis of employability, definition of the professional project, selection processes by skills, etc. )
- Training in orientation and labour insertion, in order to be able to know the policies and programmes for employment. the current situation of the labour market, etc.
- Training in social action, to be able to have tools for the individualized accompaniment of people in situation of vulnerability.
- Other possible important training: Training in conflict resolution , training in attention to the new citizenship, especially dedicated to the attention to migrated persons.

#### OTHER IMPORTANT EXTRA KNOWLEDGES FOR THE JOB:

- Knowledge of emotional management, which allows people to be accompanied in the identification of situations and emotions.
- Knowledge on group facilitation, which allows to dynamize the different groups in a fluid way and starting from the the protagonism of all the people who participate.
- Knowledge of mediation and conflict resolution, to have tools and strategies to manage and resolve. conflict situations that may occur in the classroom.
- Knowledge on coaching that allows to apply, in the attention to the people, concrete techniques for the self-leadership and the communication.
- Knowledge in new intervention methodologies of an experiential nature and based on the definition of vital challenges, which allow them to pose in the center of attention to people.
- Knowledge in relation to social innovation, to know interesting existing experiences in the different areas and to be able to transfer them.
- Knowledge of languages (catalan, spanish, english, french).

#### ESSENTIAL SKILLS :

- Communication and Empathy – goes a long way toward helping to connect with the people we serve, and being able to attend their needs.
- Social Skills to create a great atmosphere for relationship, generating a relaxed and welcoming environment, based on respect and keeping the protagonism of the person we are talking with.
- Professional and Motivated – ability to build a participants’ self-esteem and confidence, always be there to encourage the people we work with.
- Flexibility and Adaptation – each day can have new challenges and difficulties, which the carer and the participant need to work together to overcome.
- Patience and Perseverance.