

# Skills and training needs in the Social Services Sector

Social Services see an important evolution of their jobs throughout the last years, having consequences in skills and training needs.

## Main skills and training needs before the pandemic

awareness on health and safety issues

dealing with difficult situations and conflicts

ability to work without supervision

medical care provision

## Evolutions in skills and training needs due to the pandemic

### For frontline social services workers

adaptation to change



managing psychosocial risks and stress



self-organisation

clear and effective communication

good understanding of medical topics



### For office workers and managers

crisis management



psychosocial risks prevention

remote team management & digital communication



adaptation to change



## What is expected from the EU and Member States



Support the access to financial means and make the process more accessible.



Support project activities and promote the exchanges of good practices.



Encourage/enhance social dialogue.