



# The professionalization of the Educational Services Coordinator What role in the world of work

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## INTRODUCTION

In view of the increasing of **social enterprises**, the European Commission (2020) has undertaken a mapping study (2014-2020) on ecosystems in all EU countries in order to understand the evolution and characteristics of social enterprise activities, professional profiles and skills development, offering an overview of possible future trends in social innovation.

In Italy, the number of workers employed in the sector is 53% (ISTAT, 2020). This result hides the existence of a **variety of professionals** who design, coordinate, guide, manage and evaluate services aimed at the person (Federighi, 2020). These profiles are required to possess professional knowledge and skills that are both specific and multidisciplinary; a configuration of competences that is general to all professionals, as reflected in the *European Skills Agenda* and current international developments.

## RESEARCH QUESTIONS AND AIM

The research examines the figure of the educational services coordinator in order to understand his **professional identity** and the **role** played within social enterprises.

### Main research question

*Who is the educational services coordinator?*

### Specific research questions

*What activities does he/she carry out?*

*With what knowledge?*

*With what skills?*

## METHOD

### Epistemological framework

- Ecological-naturalistic type

### Methodology

- Evidence based

### Methods

- Mixed Method Research
- Comparative Method

### Investigations Tools

- Semi-structured questionnaire
- Semi-structured interviews with privileged witnesses

## PRELIMINARY RESULTS

### Local Context

Tuscany			
Context	n.	Area	n.
Consortia	6	North-west	2
		Centre	3
		South-east	1
Social enterprises	60	North-west (Lucca, Pisa, Grosseto)	18
		Centre (Firenze, Prato, Pistoia)	29
		South-east (Siena, Arezzo)	13

### Semi-structured questionnaire

- Sample: 100 coordinators
- Re-adaptation of the tool used for SALM research (Boffo, Federighi & Torlone, 2015)

From the questionnaire

*Indicate three professional skills that you consider most important for doing your job*



### Comparative analysis in the German context

- Different social enterprises
- Different profile: from the Educational Services Coordinator to the Program Planning Manager

## CONCLUSIONS

In order to identify the **professionalisation process** and to create a **clear job profile** of the educational services coordinator, the preliminary results show that **relational** and **leadership skills** are considered the most important competences for this role.

### Future steps

- In-depth data collection in the local context through semi-structured interviews
- Finalisation of the international comparison in the German context with semi-structured interviews

### Impact of the research

- Create a strong link between university paths, professional career and work contexts, to reduce the mismatching between skills and professional role
- Build more **multidisciplinary** Master's Degree Courses

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