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| **Fields of expertise** | **Work Situations** | **Aims** |
| **Communication** | Reception of the public and meeting the requests  Implementation of appropriate communication to the different interlocutors and to the different situations  Promotion of the structure and services that are being offered. | Determine needs and expectations in order to optimize the implementation of services |
| **Planning and work evaluation** | Preparation and structuring of activities,  Evaluation of the implementation of activities,  Proposed adjustments,  Team management and evaluation. | Optimize the realization of the work by respecting the rules of hygiene and a adopt risk prevention approach |
| **Customer support** | Development of the living environment of the  Anyone,  Proposed activities for the well-being of the  Anyone,  Autonomous implementation of an intervention  assistance to the person,  Identification of problem situations and  response development  Commercial relationship with the user and/or the  customer  Follow-up of administrative procedures | Provide services in accordance with expectations and needs of the person and the staff's commitments |
| **Conception and implementation of an activity in hospitality and care** | Analysis of the needs and resources of a territory to offer a service  Networking of the various actors  Organization of the hospitality and care activity | Contribute to the development of an individual or collective service project |