Digital Skills demanded by employers in the Social Care Sector

Health care assistants
- Carry out internet research
- Design digital call to action
- Have computer literacy
- Medical informatics
- Microsoft Access
- Use ICT hardware
- Use online communication tools
- Use word processing software
- Web application security threats

Health professionals
- ICT infrastructure
- Medical informatics
- Office software
- Use digital device operating systems
- World Wide Web Consortium standards

Home-based personal care workers
- Document management
- Medical informatics
- Office software
- Process applications
- Use a computer

Nursing professionals
- Carry out internet research
- Microsoft Access
- Process data
- Use online communication tools
- Use spreadsheets

Policy administration professionals
- Carry out internet research
- Collaborate through digital technologies
- Have computer literacy
- Medical informatics
- Use a computer
- Microsoft Access
- Office software
- Process applications

Social work and counselling professionals
- Carry out internet research
- Data warehouse
- Office software
- Search engine optimisation
- Social media management
- Use content management system software
- Use ICT hardware
- Use word processing software

Social work associate professionals
- Carry out internet research
- Document management
- Have computer literacy
- Medical informatics

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Digital skills required by the stakeholders in the social care sector

**Basic digital skills**
- Input information on a tablet/computer
- Knowledge of office software (Word, Excel, Power Point)
- Making video-calls / using chat
- Netiquette: General rules of behaviour on the Internet
- Searching for information on the Internet
- Usage of digital tools for networking
- Use a computer
- Use online communication tools (Zoom, Google Meet)
- Use social media (including WhatsApp)
- Using management tools
- Using email: send/receive emails

**Client centred tools**
- Usage of devices and applications for remote telecare
- Use applications for health monitoring
- Use applications to entertain the user
- Use specific applications to control client’s health
- Use tools to monitor the patient’s health conditions
- Using tools related to user safety (falls, taking medication, ...).

**Domotics**
- Basic knowledge of domotics
- Using “Smart Homes” tools: safety aspects, comfort and convenience, temperature control, etc.

**Management procedures**
- Carrying out on-line banking procedures
- Do online purchases, carry out procedures related to the Treasury and other public administrations
- Making online purchases, make online appointments, etc.
- Personal data protection
- Use applications for communication with the supervising person

Source: Triple helix working groups’ workshops carried out in Italy, UK, Romania and Spain in 2022