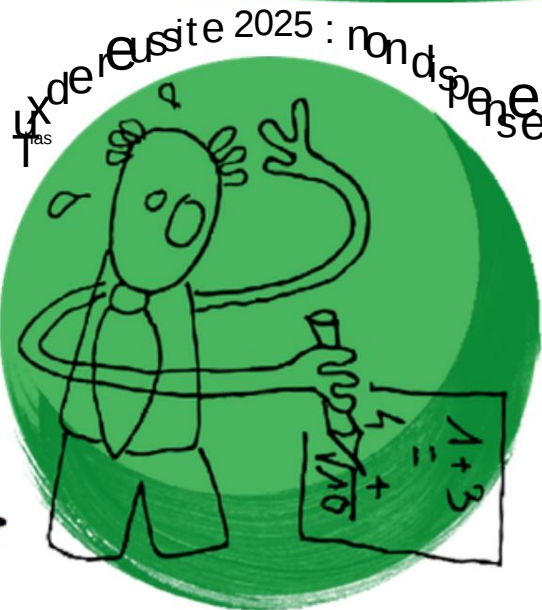


AROBASE FORMATIONS PROVENCE

MEQP



DEFINE THE MODES
SUITABLE FOR QUALITY AND
ON SERVICE!

MANAGING GROWTH
SOCIO-ECONOMIC OF
THE COMPANY!

QUALITY AND PERFORMANCE EXPERT MANAGER SSE ORGANIZATIONS

Title registered with the RNCP at level 7 EQF (EU) - Eligible for CPF funding
Training accessible to people with disabilities

French Language Instruction

The social and solidarity economy (SSE) has undergone profound changes in recent years. upheavals. Thus, Law No. 2014-856 of July 31, 2014 (JORF, 2014) defined the scope of this sector of activity: "the social economy and Solidarity is a way of doing business and economic development adapted to all areas of human activity to which adhere private legal entities that meet the conditions the following cumulative values:

- A goal pursued other than simply sharing profits
- A democratic governance, defined and organized by the statutes
- Management in accordance with certain management principles (profitability limited).

With 221,331 establishments employing 2.4 million employees, or 14% of private sector employment in France, the social and solidarity economy (SSE) represents a sector in France significant employment. Social economy organizations have demonstrated their resilience capacity in the face of the economic crisis (the social and solidarity economy in France is remaining a job creator) and facing the health crisis thanks to their ability to organize local solidarity actions and to innovate.

Retirement forecasts for employees in the social and solidarity economy are accelerating: In 2013, 30% of employees were over 50 years old, representing a total of 714,000. employees who are potentially going to retire by 2025. Public management policies require those in charge of sectors with a health, social and medico-social focus: a strengthening quality of services to users, cost-effective budget management cost savings, partnership and network management (savings scale) driven by the contractualization of objectives and indicators of performance.

Professionals employed by and employing healthcare organizations, Social and medico-social services are therefore led to adapt to these transformations:

1. Meet regulatory requirements regarding the level of qualification of professionals (levels 7 or 6 required) in charge of the management of one or more establishments, social services and medical and social services (Article D321-176-6 of the Social Action Code and Families).
2. Meeting the expectations of employers and employees leading the establishments concerned, through skills upgrading professional: Decree No. 2007-975 of May 15, 2007, as amended by law No. 2019-774 of July 24, 2019, which entrusts the High Authority for Health (HAS) the responsibility for the new evaluation procedure of ESSMS (published on March 10, 2022).
3. To enable the professional transition of employees from these sectors, needing to acquire new skills required or to organize the retraining of these employees towards other sectors of the social and solidarity economy.

The Quality and Performance Expert Manager performs 3 main missions:

1. He manages the organization or service in accordance with its purpose and the changes in the socio-economic environment, in particular those related to public health, social and medico-social policies.
2. It designs and develops projects with health, social and medico-social objectives, and for this purpose it operates within coordination frameworks. user/patient pathways, partnerships, and networks. It leads its action, piloting a service platform, promoting security and the smoothness of the beneficiary/patient's journey.
3. He guides the organization's strategy with a focus on social utility.

according to :

- the management of economic and social performance, the quality of activities,
- the management of the Organization,
- human resources and partner management,
- promoting ethical values in practices professional.

GOALS

The aim is to train expert managers in quality and performance of social and solidarity economy organizations, capable of optimizing, within their structure or within the framework of projects, the dimension of innovation, quality and performance. The program is built around the following skill blocks:

1. To frame the quality and strategic diagnosis of a Social and Solidarity Economy Organization, in accordance with to the regulatory framework of the High Authority for Health (2022 evaluation)
2. Design and deploy a social and solidarity project, and coordinate pathways to improve the quality of service to users/clients
3. Manage the information and performance system of the project/service/establishment. 4. Manage teams and human resources within an intercultural context.

BLOCK 1

FRAME THE QUALITY DIAGNOSIS AND STRATEGIC FOR A SSE ORGANIZATION

1.1 Overview of the SSE in Europe: diversity and complexity

- History, specificities, legal framework of the
- SSE; New forms of organization, innovation.

1.2 Framework of social and medico-social policies

- Foundation and organization of the health system;
- Evaluation methods of public policies; Regulatory
- context of evaluation (HAS 2022).

1.3 Analysis of social and medico-social needs Objectives

- and methodology of the ABS;
- Territory/structure/pathology/pathway approach;
- Complex health and social situations.

1.4 Organizational Strategy, EFQM Model Strategic

- positioning, quality of offering; The EFQM
- model (European Foundation For Quality Management); Strategic and
- operational recommendations.

1.5 Diagnosis of internal functioning and resources

- Internal structuring factors (governance, quality policy, resources, processes); Methods,
- collection and analysis of results.

1.6 Methodology, support for quality diagnosis Quality framework and scope of

- application of criteria Conduct of the evaluation in accordance with
- the specifications HAS 2022.

1.7 Social needs assessment (written) 1.8

Dissertation 1 assessment (written and oral)

BLOCK 2

DESIGNING AND IMPLEMENTING A SOCIAL PROJECT AND SOLIDARITY

2.1 Design and management of social and medico-social projects

- Project management methodology: innovation through constraint;
- Value architecture, economic model; Construction
- of the business model, prototype testing.

2.2 Structuring an offer, service platform Development of a

- service platform; Components of project
- marketing; User/customer rights,
- personalization and empowerment.

2.3 Networks and partnerships: coordination of pathways Role and

- mapping of stakeholders; Coordination of user
- pathways in complex situations; Medical information, shared
- confidentiality.

2.4 Institutional project: lever for quality and performance

- Design of an institutional project; Tools
- for development and management.

2.5 Economic management of a project, social impact

- Activity processes, key resources; Quality
- indicators, impact measurement.

2.6 Project evaluation and action plan 2.7

Marketing case study evaluation and project management

BLOCK 3

MANAGING THE INFORMATION AND SYSTEM PERFORMANCE

3.1 Accounting and Financial Analysis

- Reminder: Fundamental accounting mechanisms; Major
- financial balances, ratios; From financial
- analysis to multi-year financing plan.

3.2 Financial analysis of social and medico-social establishments and services (ESSMS)

- From accounting balance sheet to standard ESSMS
- financial balance sheet; Main balances of a
- financial situation; Projected statement of income and expenses.

3.3 Information system and performance management

- Different conceptions of performance; Methods
- for measuring social impact; Management of
- an information and decision system.

3.4 Budgetary Management, CPOM

- Methodology and approach to contracting; Financial
- forecasts and CPOM (case study).

3.5 COM Case Study Evaluation

3.6 Management simulation (strategy game)

- Strategy simulation game;
- Decision-making in an uncertain future;
- Development of a strategic plan.

3.7 Evaluation of strategic simulation games

BLOCK 4

MANAGING TEAMS, MANAGING THE HUMAN RESOURCES

4.1 Managerial posture: ethics, professional conduct, delegations and responsibilities Key

- managerial profiles and skills; Institutional
- delegations and responsibilities.

4.2 Team management, intercultural management Management

- of a multi-skilled team; Cultural dimension and
- diversity;
- Managing difficult situations.

4.3 HR Management, Workforce Planning, Quality of Working Life

- Types of employment contracts; Workforce
- planning;
- Prevention of psychosocial risks, quality of working life.

4.4 Organizational Management

- Power system, governance and culture;
- Challenges of Work Management
- Change Management in Organizations, CSR

4.5 Real-life situation assessment or simulated

4.6 Evaluation of HR and Organizational Management Case Studies

ENHANCING PROFESSIONAL SKILLS - CERTIFICATION

CC1 Dissertation Methodology and Follow-up · Between operationality and research work; · Support for professional or research dissertations.

CC2 Assessment of dissertation 2 and managerial skills

Defense of the

- professional dissertation or research dissertation; Managerial skills booklet.
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TEACHING METHODS

Theoretical input, role-playing exercises, case studies, group activities, and individual and group support



KNOW

Tools and techniques



DO

Games and role-playing scenarios



TOGETHER

Collective work

PRACTICAL INFORMATION

PREREQUISITES

- Hold a **bac+3/4 diploma**, or a professional qualification of level 6 CEC (Eu), or a validation of professional experience (VAP) file ; Demonstrate **3 years of professional experience** in
- all sectors; Pass the admission tests.
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VALIDATION

- Certification obtained through validation of skills blocks, and through the production and defense of an internship report.
- **Professional title RNCP n° 41818, Expert Manager Quality and Performance of Social and Solidarity Economy Organizations**, Level 7 CEC (eu) certification issued by **AROBASE-INGENIERIE**.
- Validation possible through skills blocks



CONTINUATION OF THE PATH AND BRIDGE

- Possible access to the Doctorate of Business Administration DBA, (level 8).

PERSPECTIVES

- **Management of healthcare, social, and medico-social establishments :** Sectors of elderly care, child protection, social housing, social and professional inclusion, disability...; **Supervision of support services for the**
- **coordination of Career path;**
- **Association manager; Head of**
- **department in public establishments, private or associative groups in the SMS sector.**

QUALITY COMMITMENT

AROBASE FORMATIONS PROVENCE is certified by the **QUALIOPI quality standard**. The certification was awarded for the following category of activity: **TRAINING ACTIONS**

ORGANIZATION

Check the dates: www.arobase-formations.fr

Continuing education:

- **Total duration: 560 hours**
- 420 hours in training center + 140 hours
- of internship, 12 months while employed, at a rate of 6 days per month

PLACES

Min. 8, Max. 15

COST

€10,080 net of tax

- For individual cases, please contact us.
- This training course is eligible for continuing professional development funding schemes. It is also eligible for CPF funding.

The general terms and conditions of sale are available on our website.

HOW TO REGISTER?

1. Complete the **pre-registration form** at: www.arobase-formations.fr at least 2 months before the training;
2. Submit your **application** ; 3. Arobases will offer you an **individual assessment positioning** ;
4. After reviewing the application, the admissions committee will inform you of its opinion regarding your **entry into the training program**.

The needs of people with disabilities are taken into account within the framework of inclusive education.

CONTACT US

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Ressource Handicap Formation

Arobases is committed to making its training courses accessible. A **disability liaison officer** is available to assist you with any necessary adjustments: **+33 4 94 29 55 29 / paca@arobase-formations.fr**