

MOSCA DESIREE

INTERVISTA A CATIA ZONTA

EDUCATRICE PROFESSIONALE

Lavori come educatrice professionale, ma dove?

In un servizio integrato di azienda e dei comuni di Latisana e San Giorgio di Nogaro che si chiama "Equipe Integrata Tutela Minori Famiglie" e che si occupa di prendere in carico le famiglie con un decreto del tribunale dei minori che si occupa di abusi sessuali, maltrattamento e trascuratezza grave.

E' un lavoro nel privato o nel pubblico?

Io sono dipendente di una società privata che fornisce un assistente sociale, uno psicologo e due educatori che lavorano in equipe con dipendenti diretti del comune e dell'azienda sanitaria. In tutto siamo in 8.

Da quanto tempo svolgi questo lavoro?

Io lavoro lì dalla fine del 2005, sono ormai **quasi 8 anni e ho 38 anni.**

Hai svolto eventuali lavori precedenti?

Sì ho lavorato per 5 anni presso una cooperativa in appalto che lavorava per il comune di Latisana e mi occupavo dei minori.

Come hai trovato questo lavoro?

Io ero già assunta da questa cooperativa in appalto e c'è stata una selezione di 4 educatori su una quarantina di candidati indetta dal comune, quindi ho partecipato a un bando, fatto un colloquio, e sono stata scelta io. Tra i prerequisiti c'erano, oltre alla laurea in scienze dell'educazione, almeno cinque anni di esperienza lavorativa con i minori.

Concretamente, cosa fa l'educatore? Come è la sua giornata?

Lavorando in equipe, l'educatore fa interventi diretti e indiretti. Gli interventi diretti consistono nell'essere presente alle visite protette quando un decreto dice che i genitori devono vedere i minori solo in presenza di un operatore in comunità o in uno spazio neutro oppure ci sono gli interventi educativi a domicilio quando un decreto richiede venga valutata la situazione familiare; ci sono poi le consulenze all'educatore che lavora in equipe richieste dall'educatore che lavora nel territorio per avere un parere, una lettura specialistica su un determinato caso. Gli interventi indiretti invece prevedono la partecipazione alle riunioni più o meno mensili relative a ogni caso ove sono presenti tutti gli operatori che si occupano di quel caso; poi come educatori stiamo spesso "dietro le sedute" ovvero seguiamo da uno schermo le sedute di uno psicologo con i bambini e i genitori che vengono presso il nostro servizio per i colloqui psicologici ed eventualmente collaboriamo con lo psicologo. In parallelo noi educatori facciamo anche dei corsi di prevenzione: in questo periodo io e l'altra educatrice stiamo facendo un corso sulla prevenzione al bullismo e sulle buone relazioni nell'istituto comprensivo di Palazzuolo. In passato abbiamo fatto un corso di formazione per gli educatori del territorio specifica per i casi di maltrattamento e abuso e una piccola formazione a degli educatori di comunità.

A livello di autonomia, c'è flessibilità in questa professione? Per gli orari per esempio...

Ho libertà nel senso che dovendo organizzare delle visite in comunità che magari sono distanti cerchiamo di venire incontro ai genitori che lavorano e magari fare le visite nelle ore tardo-pomeridiane serali, magari cominciando la tarda mattina il giorno successivo. L'importante è prestare il tuo monte ore di servizio **settimanali ma l'orario è abbastanza elastico.**

Quante ore di lavoro settimanale devi svolgere?

Lavoro trentotto ore alla settimana, come un impiegato di una qualsiasi azienda privata, mentre chi lavora nel pubblico lo fa per trentasei ore alla settimana.

Che abilità e caratteristiche richiede la tua professione?

Le abilità sono tante perché non è un lavoro di base. Generalmente gli interventi di un educatore sono di primo livello, nell'ambito socio-educativo con minori o handicap, interventi a scuola o a domicilio; nel nostro caso si tratta di interventi di secondo livello che presuppongono una formazione specifica o almeno un'esperienza lavorativa con minori che abbiano subito maltrattamenti o abusi. A mio vantaggio c'è stato il fatto che avevo fatto anche un tirocinio molto sostanzioso presso una comunità per minori che si occupava di queste casistiche. Le abilità specifiche poi le fai sul campo, comunque tutti noi otto non abbiamo solo la formazione di laurea ma anche una formazione obbligatoria pagata dall'ente che ci paga per imparare tutti un metodo di lavoro comune presso il centro TIAMA di Milano, famoso quanto il CBM dove ti insegnano come lavorare sui casi attraverso un metodo sistemico di rete da applicare alle specifiche situazioni.

Perché hai scelto proprio la facoltà di scienze dell'educazione e dunque questo lavoro?

Perché quando mi sono iscritta all'università era una facoltà nuovissima e le aspettative erano molte; io volevo lavorare nel sociale ed ero indecisa tra infermieristica e scienze dell'educazione. Essendo scienze dell'educazione più nuova e anche molto più pubblicizzata ho scelto quella. Inizialmente poi avevo l'idea di lavorare con gli anziani ma avendo fatto il tirocinio con i minori ho capito che anche quel ramo poteva fare per me.

Se potessi tornare indietro lo rifaresti?

Come tipo di lavoro io sono fortunata perché molti educatori fanno un lavoro molto pesante e poco riconosciuto, per esempio chi lavora in comunità o asili nido sul territorio percepisce una paga bassissima e fa un lavoro molto faticoso anche a livello di orari e impegni richiesti. Io comunque non guadagno di più di un educatore che lavora sul territorio perché non c'è una qualifica a livello legale che riconosca una specialistica agli educatori ma credo di aver sviluppato un bagaglio di esperienze che ora posso spendere nel privato per esempio con progetti e che mi ha dato molte soddisfazioni perché partecipo a migliorare in maniera molto attiva la vita di certi bambini. Lo risceglierei ma se dovessi pensare solo all'aspetto economico no perché purtroppo non c'è un riconoscimento a livello economico e di albo professionale che riconosca al 100% questa professione.

Quale è la cosa più gratificante del tuo lavoro?

Bisogna togliere sacrifici, arrabbature e nervosi e considerare il benessere di un bambino che viveva molto male e grazie a un nostro intervento magari dopo due anni ha uno sguardo completamente diverso e è più sereno.

Quindi è questo che fa superare eventuali momenti di sconforto?

Assolutamente. Intanto vivendo in otto colleghe in uno stesso ufficio può essere che si abbiano idee diverse e magari per quanto ci si metta d'impegno per risolvere una situazione può essere che non vada tutto come si vorrebbe per certi bambini. Sono due livelli di sconforto che sono presenti ma poi ci sono anche le soddisfazioni e quelle ti spingono ad andare avanti. Di sicuro dopo un'esperienza del genere non andrei mai a lavorare in fabbrica. E' un lavoro che ti dà tanto a livello di gratificazioni.

E' difficile tenere un rapporto "distaccato" coi pazienti o capita che si creino legami forti?

Dipende dalle situazioni e dall'esperienza: ci sono famiglie oppositive, non collaboranti che non riescono a fare passi avanti e vedono i servizi come nemici, come ci sono bambini coi quali entri subito in sintonia e altri più difficili. Sicuramente all'inizio mancando l'esperienza ti fai prendere tanto dalle situazioni e magari ti fai coinvolgere troppo, poi con gli anni impari a mantenere maggiore distacco che fa bene a te perché essendo emotivamente più stabile riesci a essere più obiettivo e d'aiuto e fa bene ai bambini che hanno bisogno di persone forti e solide, non fragili come loro. Quando le cose vanno bene si creano relazioni di collaborazione e fiducia con famiglie e genitori che vedono in te una figura di riferimento per consigli e una guida e questa è una relazione forte anche se non personale che comunque ti permette di aiutarli.

Quale è stato il tuo percorso di studi dalle superiori in poi?

Io ho fatto l'istituto tecnico commerciale poi la laurea del vecchio ordinamento di 4 anni e poi corsi di formazione privati, non master né specialistico, presso il TIAMA sull'abuso e maltrattamento, alcuni con l'equipe (20-30 ore all'anno) ma la gran parte specifici per educatori di comunità, d'equipe o gestori di spazi neutri. Negli ultimi anni abbiamo iniziato a fare corsi presso il centro Paradigma a Torino che si occupa di maltrattamento e tutela infanzia che ha professionisti più giovani con cose più innovative da proporci. Poi ho fatto moltissimi altri corsi e partecipato a convegni a Trieste o convegni nazionali triennali a Pescara. La formazione è quindi continua e talvolta gli enti ci vengono incontro con rimborsi spese; inoltre 5 o 6 giornate all'anno una psicologa proveniente dal centro di formazione di Milano fa una supervisione obbligatoria dell'equipe.

Nel tuo piano di studi universitario erano compresi i tirocini: dove li hai fatti?

Sì erano 400 ore di tirocinio e le ho fatte tutte in una comunità a Casarsa "Il noce" che ora non esiste più, che accoglieva minori con decreto per maltrattamento e abuso. Il tirocinio era unico e solo pratico e io avevo scelto questa comunità.

Nel tirocinio lavoravi da sola o eri affiancata da qualche esperto?

Essendo in una comunità c'erano altri educatori, la responsabile della comunità che era la mia tutor e una psicologa. Sono stata fortunata perché mi hanno assegnato subito una bambina da seguire nelle sue attività quotidiane e negli incontri con i servizi. Io la affiancavo ma con le indicazioni e i suggerimenti della responsabile ovviamente.

Facendo il tirocinio hai notato un riscontro effettivo tra la teoria studiata e la pratica?

La facoltà indubbiamente è servita perché mi ha dato basi molto solide e per esempio studiare psicologia e pedagogia è molto utile per il lavoro d'equipe che faccio perché mi permette di dare una lettura psicologica o dal pv dell'assistente sociale ai casi, altrimenti avrei un'impronta solo più educativa che è utile nel lavoro con il minore ma permette di avere una visione meno ampia, non a 360° del problema.

Credi che la professione sia in espansione? Come pensi crescerà la figura dell'educatore in futuro?

Io credo che rispetto ad altre professioni nel sociale ci siano buone possibilità: ai comuni conviene appaltare certi servizi al terzo settore che lavorino con i propri dipendenti piuttosto che gestire in proprio certi servizi e il sistema degli appalti è abbastanza attivo. Tutto sommato secondo me le possibilità di lavoro ci sono, certo bisogna sapersi adattare.

Che consiglio daresti a una ragazza come me che vorrebbe diventare un'educatrice?

Se senti che è la tua passione e hai voglia di lavorare con le persone e non con le cose, potrebbe essere la strada giusta per te, comunque adattandosi un pochino un lavoro lo si trova: io mi sono laureata a luglio e a novembre avevo un lavoro anche se era part-time e dovevo fare molta strada in macchina da sola, quasi rimettendoci a livello economico. Sicuramente non è un lavoro che ti farà stare economicamente seduta sugli allori: è un lavoro che si trova ma non dà possibilità di far carriera: non è previsto per legge che gli educatori possano diventare responsabili di certe strutture: si arriva fino a un certo punto dopo il quale solo psicologi o assistenti sociali per titoli avranno più possibilità di fare carriera. Economicamente non darà mai la sicurezza di altre professioni; a livello di contenuti invece è un lavoro che da molte soddisfazioni.

INTERVIEW TO CATIA ZONTA - PROFESSIONAL EDUCATOR

You are a professional educator. Where do you work?

I work in an integrated service of a local health center and two town halls (Latisana and San Giorgio di Nogaro). Its name is "Equipe Integrata Tutela Minori Famiglie" and it concerns the families with an order issued by the juvenile court because of child abuses and serious carelessness.

Is it a public or a private job?

I am the employee of a private firm that provides a caseworker, a psychologist and two educators to the equipe consisting of municipal employees as well as employees of the health center. On the whole, we are eight people.

How long have you been working there?

I have been working there for almost eight years, since 2005 and I am 38.

Did you have previous jobs?

Yes, I did. I worked with children for a cooperative contracted by the town hall of Latisana.

How did you find your current job?

I was the employee of the cooperative and the town hall announced an invitation to tender: they chose four candidates out of about forty people, I had a job interview and finally they chose me.

The prerequisites were not only a degree in Education Sciences but also a five-years working experience with children.

What does a professional educator concretely do?

Since the educator works in equipe with other experts, he carries out direct as well as indirect interventions. Direct interventions imply the presence of the educator at "protected meetings" (meetings of children and parents in a neutral place or in centers, in the presence of an expert) stated by legal decrees or at domestic educational meetings, if the educator is required to provide a judgement about the familiar situation. Moreover, a professional educator may ask for the opinion of another educator, before deciding how to make up a project of rehabilitation. On the contrary, indirect interventions require the participation of the educator to periodic meetings with other experts about each case. Moreover, as educators, we often follow "from the screen" the psychological sessions for families held at our center by the psychologist and, if necessary, we cooperate with him. In addition, educators hold lessons about prevention: in this period, my colleague and I are having a course about bullying at Palazzuolo. In the previous years we organized courses for educators in centers about abuses.

Consider now the level of autonomy of your job...Are you quite free? Think about the flexibility of working time for example...

Well, since the centers in which I must carry out the interventions are often far from my firm and I try to fulfill parents who have a job, I sometimes work in the late afternoon or in the evening and I start working in the late morning on the following day. I'm quite free and the working time is quite flexible: what counts is working so many hours a week.

How many hours a week do you work?

I work 38 hours a week, as every other employee of a private firm. On the contrary, they who are public employees work 36 hours a week.

Which are the abilities and skills required by your job?

A lot of abilities are required, since my job is not a "basic-job". The educator's interventions are usually first level interventions at school or at home with children and handicapped people, but mine are second level interventions, since they suppose a specific formation or at least a working experience with children who have been victims of abuses. I have been favored by a rich stage I made in a center dealing with this matter. You acquire the specific skills while working, but the other people of the equipe and I after the degree attended a continuing education form (paid by our employer company) in order to acquire a common and systematic working method to apply to each case. The seat of the course was a center in Milan called TIAMA.

Why have you chosen the school of education and, as a consequence, this job?

Because when I went to the university it was a new faculty, full with expectations. I wanted to work in the social area but I was uncertain between the educator and the nurse. Since the school of education was new and well proclaimed I chose it: at the beginning, I wanted to work with old people, but after the stage I understood that also children could just be what I needed.

If you could go back in time, would you do it all again?

I'm lucky because many other educators have a very hard but bad paid work, even on the level of working time and duties. My wage is not higher than theirs because law does not allow a second level degree but I think I raised my experience at the point that I can spend my knowledge in private projects and get satisfaction, since I have part in the improvement of some children's quality of life. I would do it again if overlooking the economic aspect because, as I said, unfortunately there is not a full praise of the profession.

What is the most satisfying thing in your work?

You must forget about difficulties, incomprehension and fights and consider the well-being of a child that after our intervention has a better life and is happier.

Is this the secret to overcome difficulties?

Sure. Since I share my office with eight other colleagues, we sometimes have different ideas and it is hard to go on well with them all. Moreover, sometimes our interventions are not so effective, but satisfactions make me go on. At this point of my job carrier, I wouldn't work in a factory. My job is full with gratifications.

Is it hard to have a distant relationship with patients? Have you ever happened to create strong affective bounds with them?

It depends on situations and experience: some families do not cooperate with you and they see the educator as an enemy, some children are fussy and some others immediately go on well with you. At the beginning, you are surely too involved but when you become more and more expert you learn how to be objective and it helps you as well as the child, since he needs strong and lucid people near him. If things go on well, there is a climate of cooperation and trust with families: they look at you as a reference point for advice and a guide. It is a very strong relationship, even if not personal.

What about your studies from the secondary school ahead?

I attended the ITC and graduated at the school of education. That time, it lasted four years, then I attended the continuing education form at TIAMA and many other courses for educators, for example at a center called Paradigma in Turin (courses about abuses and mistreatment). The teachers there are really young and full with innovative proposals for us. I also took part to national conventions in Triest and Pescara. My job requires a continuous formation but sometimes the companies help us with the costs of the courses. Finally, every year a psychologist from Milan comes for a necessary supervision of the equipe.

Your study plan included apprenticeships... where did you do them?

I worked 400 hours in a center in Casarsa called "Il noce". I chose this center that is no more open and it received children with a decree for abuse or mistreatment.

Did you work alone or were you supported by an expert?

Since I was in a center, there were other educators, a psychologist and the supervisor of the center, my tutor. I was lucky because they immediately gave me the custody of a girl. I had to stay with her during the meetings and in her daily life. Anyway, the tutor gave me advice and helped me in doing so.

Did you find an effective correspondence between the theory you studied at the university and the practice during the apprenticeship?

The faculty was very useful because it gave me solid bases also about psychology and pedagogy that are very useful for my work in equipe, since I can analyze a case not only from the educational but also from the psychological point of view.

Do you think the job is growing up? What will be the future of the professional educator, in your opinion?

I think there are good chances for an educator because town halls prefer contracting private firms with their own employees instead of creating their own services. I think there are numerous possibilities but you must adapt to them.

What would you advise to a girl like me, who would like to become an educator?

If you feel it is your passion and you would like to work with people instead of things, it could be the right choice for you. If you please, you will surely find a job: I graduated in July and I got my first part-time job in November. It was far from home, I had to drive a lot and the wage was very low. From the economic point of view, the job does not give you stability even because there is no possibility to make career (differently from psychologists and caseworkers) but from the point of view of the content, it gives you enormous satisfaction!

ANALYSIS OF THE INTERVIEW TO CATIA ZONTA - PROFESSIONAL EDUCATOR

You are a professional educator. Where do you work?

I work in an integrated service of a **local health center** and two town halls (Latisana and San Giorgio di Nogaro). Its name is "Equipe Integrata Tutela Minori Famiglie" and it concerns the families with an **order** issued by the juvenile court because of **child abuses** and **serious carelessness**.

Catia informed me about the physical place (local health center) in which she works, as well as the context and main purpose of her occupation (an integrated service to help children). Her exhaustive answer gave me the idea of a sociable person, who likes going in depth into things, according to the profession. Moreover, the use of technical language right from the start (words in blue), made the interview effective for the addressee who is interested in the matter.

Is it a public or a private job?

I am the employee of a private firm that provides a caseworker, a psychologist and two educators to the equipe consisting of municipal employees **as well as** employees of the health center. **On the whole**, we are eight people.

Catia's answers are never short ones. She always explains the dynamics and processes behind what she says (as you can see from the connectors used).

How long have you been working there?

I have been working there for almost eight years, since 2005 and I am 38.

In answering the question, Catia anticipated a possible question about her age.

Did you have previous jobs?

Yes, I did. I worked with children for a cooperative contracted by the town hall of Latisana.

How did you find your current job?

I was the employee of the cooperative **and** the town hall announced an invitation to tender: they chose four candidates out of about forty people, I had a job interview **and finally** they chose me.

The prerequisites were **not only** a degree in Education Sciences **but also** a five-years working experience with children.

In answering, Catia always tries to be as clear and exhaustive as possible: that is why she privileges coordination (and, and) but also puts into focus the complexity of the process (and, and finally, not only....but also). Her regard for the clearness of her communication is probably due to her profession. An educator is asked to work with language and its dynamics and his communication with patients and colleagues must be incisive, clear and effective.

What does a professional educator concretely do?

Since the educator works in equipe with other experts, he carries out **direct** as well as **indirect interventions**. Direct interventions imply the presence of the educator at "**protected meetings**" (meetings of children and parents in a neutral place or in centers, in the presence of an expert) stated by **legal decrees** or at domestic educational meetings, **if** the educator is required to provide a judgment about the familiar

situation. **Moreover**, a professional educator may ask for the opinion of another educator, **before** deciding how to make up a project of rehabilitation. **On the contrary**, indirect interventions require the participation of the educator to periodic meetings with other experts about each case. Moreover, as educators, we often follow “**from the screen**” the **psychological sessions** for families held at our center by the psychologist and, **if necessary**, we cooperate with him. **In addition**, educators hold lessons about prevention: in this period, my colleague and I are having a course about bullying at Palazzuolo. In the previous years we organized courses for educators in centers about abuses.

An articulate answer (use of subordination, if clauses, specific lexicon and explanation for it) is given to a wide question: as usual, Catia tries to distinguish between different cases in her profession.

Consider now the level of autonomy of your job...Are you quite free? Think about the flexibility of working time for example...

Well, since the centers in which I must carry out the **interventions** are often far from my firm and I try to fulfill parents who have a job, I sometimes work in the late afternoon or in the evening and I start working in the late morning on the following day. I'm quite free and the working time is quite flexible: what counts is working so many hours a week.

Catia provides specific examples as well as objective data to speak about the working time

How many hours a week do you work?

I work 38 hours a week, as every other employee of a private firm. On the contrary, they who are public employees work 36 hours a week.

Catia enriches the question creating a comparison with public employees' time line. She seems to be a very analytical and smart person, who keeps up to date about multiple possibilities.

Which are the abilities and skills required by your job?

A lot of abilities are required, since my job is not a “basic-job”. The educator's interventions are usually first level interventions at school or at home with children and handicapped people, but mine are second level interventions, since they suppose a specific formation or at least a working experience with children who have been victims of abuses. I have been favored by a rich stage I made in a center dealing with this matter. You acquire the specific skills while working, but the other people of the equipe and I after the degree attended a continuing education form (paid by our employer company) in order to acquire a common and systematic working method to apply to each case. The seat of the course was a center in Milan called TIAMA.

Why have you chosen the school of education and, as a consequence, this job?

Because when I went to the university it was a new faculty, full with expectations. I wanted to work in the social area but I was uncertain between the educator and the nurse. Since the school of education was new and well proclaimed I chose it: at the beginning, I wanted to work with old people, but after the stage I understood that also children could just be what I needed.

Also the choice of the faculty was pondered: she considered the pros and cons of the options (school of education, faculty for nurses) before making the choice.

If you could go back in time, would you do it all again?

I'm lucky because many other educators have a very hard but bad paid work, even on the level of working time and duties. My wage is not higher than theirs because law does not allow a second level degree but I think I raised my experience at the point that I can spend my knowledge in private projects and get satisfaction, since I have part in the improvement of some children's quality of life. I would do it again if overlooking the economic aspect because, as I said, unfortunately there is not a full praise of the profession.

Before answering the question, Catia takes numerous aspects in account: wage, personal satisfaction. Again, her analytical attitude towards life comes to the fore front.

What is the most satisfying thing in your work?

You must forget about difficulties, incomprehension and fights and consider the well-being of a child that after our intervention has a better life and is happier.

This is quite a sharp reply, if compared with the others: it means that the goal is always clear in Catia's mind.

Is this the secret to overcome difficulties?

Sure. Since I share my office with eight other colleagues, we sometimes have different ideas and it is hard to go on well with them all. Moreover, sometimes our interventions are not so effective, but satisfactions make me go on. At this point of my job carrier, I wouldn't work in a factory. My job is full with gratifications.

Again Catia's answer is explicative, full with examples from her own experience.

Is it hard to have a distant relationship with patients? Have you ever happened to create strong affective bounds with them?

It depends on situations and experience: some families do not cooperate with you and they see the educator as an enemy, some children are fussy and some others immediately go on well with you. At the beginning, you are surely too involved but when you become more and more expert you learn how to be objective and it helps you as well as the child, since he needs strong and lucid people near him. If things go on well, there is a climate of cooperation and trust with families: they look at you as a reference point for advice and a guide. It is a very strong relationship, even if not personal.

What about your studies from the secondary school ahead?

I attended the ITC and graduated at the school of education. That time, it lasted four years, then I attended the continuing education form at TIAMA and many other courses for educators, for example at a center called Paradigma in Turin (courses about abuses and mistreatment). The teachers there are really young and full with innovative proposals for us. I also took part to national conventions in Triest and Pescara. My job requires a continuous formation but sometimes the companies help us with the costs of the courses. Finally, every year a psychologist from Milan comes for a necessary supervision of the equipe.

Catia explained her studies following the chronological order as a criterion but she added pieces of information (for example regarding costs, matter and last of courses) to give a clear idea about a long life learning process to realize moving at least all around Italy.

Your study plan included apprenticeships... where did you do them?

I worked 400 hours in a center in Casarsa called "Il noce". I chose this center that is no more open and it received children with a decree for abuse or mistreatment.

As usual, Catia answered giving me adjunctive pieces of information (it is no more open, her patient was a girl)

Did you work alone or were you supported by an expert?

Since I was in a center, there were other educators, a psychologist and the supervisor of the center, my tutor. I was lucky because they immediately gave me the custody of a girl. I had to stay with her during the meetings and in her daily life. Anyway, the tutor gave me advice and helped me in doing so.

In order to answer the question, Catia gave me a short description about the whole system of the center, so that I could make up a clearer idea about it in my mind.

Did you find an effective correspondence between the theory you studied at the university and the practice during the apprenticeship?

The faculty was very useful because it gave me solid bases also about psychology and pedagogy that are very useful for my work in equipe, **since** I can analyze a case not only from the educational but also from the psychological point of view.

Catia listed the most important subjects for her job, justifying her idea.

Do you think the job is growing up? What will be the future of the professional educator, in your opinion?

I think there are good chances for an educator **because** town halls prefer contracting private firms with their own employees instead of creating their own services. I think there are numerous possibilities but you must adapt to them.

Catia's opinion is supported by evidences about the firm-system and implies a condition: ability to adapt

What would you advise to a girl like me, who would like to become an educator?

If you feel it is your passion and you would like to work with people instead of things, it could be the right choice for you. If you please, you will surely find a job: I graduated in July and I got my first part-time job in November. It was far from home, I had to drive a lot and the wage was very low. From the economic point of view, the job does not give you stability even because there is no possibility to make career (differently from psychologists and caseworkers) but from the point of view of the content, it gives you enormous satisfaction!

As usual, Catia takes into exam two opposite aspects: the economical-logistic one (wage, possibility to make career, comforts) and the emotional-human one. If you want to be an educator, you have to give greater importance to the second aspect. The sense of the choice is expressed through the use of if clauses and the expression "from the point of view of...but...". Even in this answer, Catia appeals to her personal experience and she seems to be sure about her affirmations (you will surely find, it does not give you, it gives you). It follows that the listener makes up the idea of a self-Assurant person who is happy about her choices.

5 main points to sum up the professional figure and his job:

- *university: solid basis and wider perspectives*
- *low wages but deep experiences*
- *long life learning and necessity to travel*
- *cooperation (work in equipe)*
- *variety of cases: non basic job*

The interview clarified my idea about the Educator and his job: I had the chance to reflect about the qualities and competences required by the profession but since the faculty Catia attended is different from the actual one, I could not examine in depth the dynamics of the university system.