

Quality Checker Person Specification




(What you will need to be able to do)

As a Quality Checker you will be visiting other people who are supported by Voyage Care in their home, this could be in person or via video link.








Skills you will need

You will need to be able to communicate with the people that you are going to meet when you visit their home. Your job as a Quality Checker will involve talking to people and asking questions, looking at what is going on in their home, using the telephone and creating a report. You will be able to travel to other parts of the country from your home (with support from your staff if needed).

What you will need to do as a quality checker

	<ul style="list-style-type: none"> ✓ You will attend a training course to learn about the job of a Quality Checker.
	<ul style="list-style-type: none"> ✓ You may need to be able to travel by car or use public transport to do a Quality Checker visit, with support if required. ✓ You will need to travel to meet other Quality Checkers twice a year.
	<ul style="list-style-type: none"> ✓ You may need to be able to carry out some tasks like sending out questionnaires, posting letters or making telephone calls.



	<p>✓ You will need to enjoy meeting and talking to people and, with support, find ways to communicate with people who find it more difficult or cannot use words.</p>
	<p>✓ You will need to be able to ask people questions about their support and sometimes also ask their support team questions.</p>
	<p>✓ You will need to be able to talk to people on the phone to ask them questions about their support.</p>
	<p>✓ You will need to be able to take notes or dictate notes on your Quality Checker visits, to help you remember what people say so you can put it into your report.</p>
	<p>✓ You need to be able to understand what CONFIDENTIALITY means and why it is important not to talk about the things you have seen in someone else's home to anyone else.</p>
	<p>✓ Your Quality Checker visit will last for no longer than two hours. (Plus any travel required).</p>
	<p>✓ You will need to fill in a Disclosure and Barring Form (this used to be called a CRB form). This is because you are going into the homes of people who are vulnerable. The form is checked against police records to make sure that you are safe and able to visit other people's homes.</p>