

<b>Post title:</b>	Volunteer Quality Checker
<b>Supported by:</b>	Head of Quality & Improvement

## Purpose of the Role

Sheffcare is a charity aiming for everyone to have a good day every day through:



- To act in line with Sheffcare values and support the work of the Charity.
- To support the Quality Team.
- To visit our care homes and meet with residents to find out if they are happy with the support they get, what is working well for them and what may not be working quite so well.

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## Tasks and Activities

- To visit the assigned home on a quarterly basis. The day and time of the visit is to be agreed with the Head of Quality and Improvement who you will report to.
- To go through a given a list of questions to ask on your visit and information about what you need to look out for at the home.
- To introduce yourself to and speak to the people living there, asking them pre-set questions.
- To speak with staff if any residents require support to engage with the visit.
- To submit a quality checkers report following your visit. The report will be shared with the people you have visited and managers within Sheffcare.

You will receive training from the Head of Quality on becoming a Quality Checker.

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## Person Specification

We are looking for people who are passionate about helping people in care homes to stay active.

We would like to hear from you if you:

- Share our values.
- Are compassionate and keen to provide a high standard of service.
- Have excellent listening and communication skills.
- Have the ability to adapt your approach to communicate with people who may have different communication needs (e.g., due to Dementia, hearing loss).
- Have an understanding of the importance of following policies, procedures and guidance.

Your experience to undertake this role may be from a background in:

- Care
- Quality
- Social care