



Role Title: Quality Assurance Volunteer

Direct Report: Administration Manager, Registered Manager.

Background: Administration, Public Sector or Health/Social Care Work, Recipient of Services

1.0 Role Summary

- Supporting the Adult Social Care team with the monitoring of the quality of our services and with service user and customer satisfaction.

2.0 Main Responsibilities

- 1 To undertake an induction process to develop an insight into the service and the role of the Support Worker. This must include Safeguarding Adults training.
- 2 To contribute to the development of a Risk Assessment for the role.
- 3 To carry out an average of two unannounced Spot Checks each week.
- 4 To complete a record of each Spot Check.
- 5 To contribute to the annual Customer Satisfaction Survey.
- 6 To work with the Volunteer Coordinator and the Director to review the role, this role description and the role Risk Assessment as necessary.

3.0 Person Specification

Essential

- The ability to communicate effectively with people from all sections of our community.
- A caring and empathic approach to people with disabilities.
- Excellent organisational skills, attention to detail and accuracy are required.
- An understanding of the importance of confidentiality: volunteers will be managing sensitive, confidential data and will need an enhanced DBS (at Rathbone's cost) and two good references.
- An interest in the charitable sector and the work of Rathbone.

Desirable

- Knowledge and experience of charity administration practices.

4.0 Values

- A genuine interest in supporting our work with adults with learning disabilities to lead fulfilled and independent lives. An awareness and understanding of the pressures and challenges they face.
- An interest in the work of the voluntary sector and supporting the work that charities do to assist those who are deemed to be vulnerable in our society.

5.0 Time Commitment

- A minimum commitment of a half day per week for a minimum period of 6 months is required.

6.0 Location

- Although some home working might be possible, due to the sensitive nature of the information being handled, most of the work will take place in West Norwood, Lambeth (SE27).