

Quality Checker



Job description

Summary of the job




As a Quality Checker you will be working with a supporter from the Quality Team, or an Operations Manager at Voyage Care. You will meet your supporter at the home of people who are supported by Voyage Care to ask them some questions. You will 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.

You will receive training on how to do this job and carry out your quality check with a supporter from the Quality Team.

Job details

	<ul style="list-style-type: none"> ✓ You and your support worker will travel to the home you have been asked to visit. You will meet your supporter there. Or, you will join a video meeting. ✓ You will be given a list of questions to ask on your visit and information about what you need to look out for at the person's home. ✓ You will be given a voice recorder and notebook to help you remember what people say and what you have seen during your Quality Checker visit.
	<ul style="list-style-type: none"> ✓ You will introduce yourself to the people who live there. ✓ You will speak to the people living there and ask your questions. ✓ You will also be looking at how the support team work with people, and if the home looks like the person's home or if it seems to be more like a workplace for the support workers. ✓ You may also ask the support team some questions.



	<ul style="list-style-type: none">✓ Before you leave, you will complete a report about the things that you have seen and heard on your Quality Checkers visit. This report will be shared with the people you have visited and managers within Voyage Care.
	<ul style="list-style-type: none">✓ You will be offered Love2Shop gift vouchers to the value of £30 for each Quality Check you complete.✓ Voyage Care will pay your travel costs.
	<ul style="list-style-type: none">✓ Some of the work that you do will be near your home and sometimes you may be asked to travel to another area.✓ You may also be asked to do a visit by video link.✓ You will meet with other Quality Checkers and supporters from the Quality team to talk about your visits twice a year.