

Reviewer Person Specification

Quality Review Service Reviewers should:

- ✓ Be aware of, and committed to implementation of, the Quality Standards for the service they will be reviewing
- ✓ Have good communication and inter-personal skills including:
 - o Ability to listen and understand the views of others
 - o Ability to probe and search for evidence on which to base conclusions
 - o Ability to observe and draw conclusions from observation
 - o Tact and diplomacy at all times, including when faced with difficult issues
 - o Ability to work as a member of a team, respecting the contributions of others
- ✓ Have the ability to prepare well and accurately record findings
- ✓ Have the ability to analyse issues, evaluate information and draw conclusions from evidence received
- ✓ Have the ability to commit to and work as an equal member of the review team.
- ✓ Professional reviewers will normally have at least two years' experience working in the role they will be undertaking during the visit or in a similar role.