

Quality Advisor: Frequently Asked Questions

Community
Integrated
Care

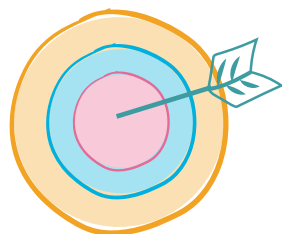
Are you or somebody you support interested in becoming a Quality Advisor for Community Integrated Care?

Here is some more information about the role and the application process.



Who are Quality Advisors?

- ★ Quality Advisors are people employed by Community Integrated Care as Experts by Experience.
- ★ They will be supported by Community Integrated Care or have been supported in the past.
- ★ They live in England or Scotland – in areas where Community Integrated Care support people.
- ★ They come from different backgrounds and have different abilities, experiences and support needs.



What do Quality Advisors do?

Quality Advisors enable people supported by Community Integrated Care to live their Best Lives Possible.

They work with the Quality Team on things like:

- ★ Sharing ideas and experiences to improve care and support.
- ★ Checking documents to make sure they are accessible and easy to understand.
- ★ Working on projects or campaigns that affect people supported by Community Integrated Care.
- ★ Visiting people supported by Community Integrated Care in their homes and asking them questions about their life to check if they are happy and if improvements can be made - this is called an audit.
- ★ Meeting supported people out in the community.
- ★ Co-chairing Voice Groups meetings to make sure people we support feel listened to.
- ★ Helping to update policies that impact people we support.
- ★ Working on important projects with other teams across the charity.
- ★ Working with other organisations to make a difference across social care.



What can I gain from being a Quality Advisor?

- ★ You can gain confidence.
- ★ You can meet friends.
- ★ You can get new skills to add to your CV.
- ★ You get access to lots of wellbeing and mental health support.
- ★ You will get benefits like Blue Light Card discounts and discounted concert tickets.
- ★ You can work flexibly around other commitments.



Where do Quality Advisors work?

- ★ As a Quality Advisor, you can work flexibly.
- ★ You can work from home sometimes and go to meetings on Teams and Zoom.
- ★ You will also need to travel within your region to support people or attend meetings in person.
- ★ It is useful if you feel comfortable travelling on public transport if needed and have a bus or rail pass.
- ★ You might occasionally be asked to travel to different regions, which might involve staying in a hotel overnight.
- ★ The Quality Team can support you with any reasonable adjustments you need.



Are Quality Advisors paid?

Yes, you will be paid for the hours you spend working and travelling to meetings.



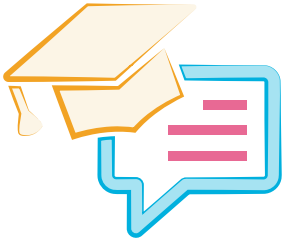
Is my travel paid for?

Yes, any travel costs are fully paid for.



Can I still do another job?

Yes, of course! We can talk about this during your recruitment.



Will I get training to be a Quality Advisor?

- ★ Yes, we have a detailed induction process to support you to settle into the role.
- ★ You will also have access to support from the Quality Team whenever you need it.
- ★ There is lots of training, mentoring and shadowing in the role.



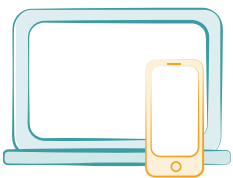
Who will be my Manager?

- ★ Your Manager will be one of the Quality Excellence Specialists that lives closest to you.
- ★ They can support you in your role.
- ★ You will have regular meetings with them to talk about any concerns you have and talk about your progress and future goals.



Can I get support in the role?

- ★ Yes, the Quality Team will make reasonable adjustments to support you in the role.
- ★ We can review this whenever you need to.
- ★ Your Manager will be able to support you with any challenges you have in the role.
- ★ You can also get support from your current Support Team, Support Worker or family member.



Do I get access to equipment for my role?

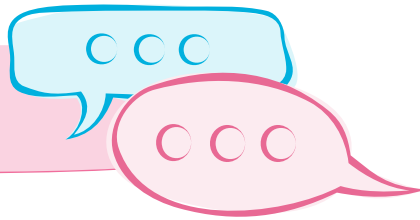
We can help you with getting access to equipment you need – like a laptop or phone if you need it.



Do I need to go through any checks to be a Quality Advisor?

- ★ You will be interviewed for the role to see if it is a good fit for you.
- ★ We will send questions before your interview so you have time to prepare.
- ★ You will need to complete a Disclosure and Barring Service check – to check your criminal record. The Quality Team will support you with this.

How do I apply?



How do I apply to become a Quality Advisor?

- ★ First, you should complete a short application form by [clicking here](#)
Alternatively, you can complete the **PDF version** of the application form and send to **Quality@c-i-c.co.uk**.
- ★ Make sure you include all your details on this.
- ★ If you need any support completing the form, just email **Quality@c-i-c.co.uk**, letting them know you are interested in applying.
- ★ You can get support with the application form if you need to.
- ★ You will then be contacted within one week to arrange next steps.
- ★ A date for interview will be arranged if this is a good fit for you.



How do interviews work?

- ★ Interviews happen online and take no longer than 30 minutes.
- ★ You do not need to wear formal clothing for the interview, and it will be very relaxed.
- ★ Your Support Worker or family member can attend with you if you prefer to support with Zoom and making you feel more comfortable.
- ★ You will be interviewed by another Quality Advisor and the Participation Specialist.
- ★ Everyone will introduce themselves first.
- ★ They will get to know you and ask you about why you want to be a Quality Advisor.



What questions will I be asked?

You will be asked the following questions in your interview:

1. What makes you want to become a Quality Advisor?
2. What would you like to bring to the role?
3. How do you feel about attending meetings online?



How can I answer questions?

- ★ You can answer the questions however you prefer to:
 - You can talk through them
 - You can prepare notes before the meeting
 - You can make a PowerPoint presentation to show us
 - You can record your answers over video before the interview
 - You can send over your answers written
 - You can draw a picture to explain your answers
- ★ The people interviewing will take some notes.
- ★ You will have a chance to ask any questions too.
- ★ If the team feel like this is a good role for you, they will get in touch to arrange a second interview.



Any questions about being a Quality Advisor or the interview process? Just email Quality@c-i-c.co.uk and include your name, region and contact information.

You can also talk to your Support Worker or a family member first and ask them to contact the team on your behalf.

If you would like someone to ring you, just let them know in your message and include your contact details.

