

REVIEWER PERSON SPECIFICATION

WMQRS 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:
 - Ability to listen and understand the views of others
 - Ability to probe and search for evidence on which to base conclusions
 - Ability to observe and draw conclusions from observation
 - Tact and diplomacy at all times, including when faced with difficult issues
 - 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.