

Volunteer Role Description	Quality Checker Volunteer
Reports to:	Registered Manager

Who are we?

Sheffcare is a registered charity providing residential care, day care, and specialist dementia care for older people in Sheffield. Established in 1994 when local authority care homes were transferred to charitable ownership, we operate nine care homes and two day-services across the city. Our charity is committed to offering high-quality, compassionate care at affordable prices, reinvesting any surplus into enhancing our services and facilities.

What are our values?

- Sheffcare is a charity aiming for everyone to have a good day every day through:



Purpose of the Role

- As a Quality Checker Volunteer, you will help ensure that residents across Sheffcare homes are happy with the care and support they receive.
- At Sheffcare, our goal is simple: **to make sure everyone has a good day, every day.**
- You will:
 - Visit care homes and speak with residents about their experiences.
 - Gather feedback on what is working well and where improvements could be made.
 - Provide reports that help managers and staff continue to improve the quality of care.

What You'll Do

Visits and Engagement

- Visit care homes on a quarterly basis (dates and times to be agreed with the Director of Quality & Care).
- Introduce yourself to residents and ask pre-set questions to gather their views.
- Observe and take note of key areas outlined in your training and guidance.
- Speak with staff where residents may need support to engage in the process.

Reporting

- Complete a Quality Checker report after each visit.
- Share findings with residents and Sheffcare managers, helping to shape improvements.

What We're Looking For

We'd love to hear from you if you:

- Share Sheffcare's values.
- Are compassionate and committed to providing a high standard of service.
- Have excellent listening and communication skills.
- Can write clear, accurate reports.
- Can adapt your communication style to meet different needs (e.g., dementia, hearing loss).
- Understand the importance of following policies, procedures, and guidance.
- Your background may include experience in:
 - Care
 - Quality or
 - Auditing

Important Information

- This role description outlines the main responsibilities but is not a complete list.
- You will always be supported by Sheffcare staff in your role.

Agreement

I confirm that I have received a copy of this role description.

Name	
Signature	
Date	

Our Commitment to Inclusion

- Sheffcare is an equal opportunities employer and values diversity in our staff and volunteers.
- We welcome applications from people of all backgrounds, experiences, and identities.
- We believe that different perspectives enrich the lives of both our residents and our teams.