

QPM Associate Assessor Role Profile



Purpose of the Quality Performance Mark

The Advocacy Quality Performance Mark (QPM) is a quality assurance assessment for providers of independent advocacy in England, Wales and Northern Ireland. It is based on the principles contained in the Advocacy Charter and the Advocacy Code of Practice, enabling providers to demonstrate how they are meeting the different standards.

Advocacy is a key mechanism to support people to say what they want, represent their interests, obtain the services they need and secure their rights to enable them to live a full life. It is vital that advocacy is carried out effectively in a person-centred way. The Advocacy Quality Performance Mark (QPM) helps providers to meet the high standard required and demonstrate this to both people who use advocacy services and commissioners.

The process of applying for the QPM helps organisations to review, improve and develop their organisational systems, policies and practices.

The QPM accreditation process seeks to ensure the quality of independent advocacy provision. This purpose is central to the Assessor's role and function, and must be the focus for all work undertaken.



Summary of Associate Assessor Role and Key Activities

The QPM Assessor's role is to undertake both the Desktop and Site Assessments of Independent Advocacy Organisations who have applied for the QPM.

- Assessors use a standard set of criteria and questions to judge whether an organisation meets the standards required to gain the QPM award.
- Assessors make decisions about whether an organisation should pass the Assessment or whether they need to submit further evidence prior to gaining the award.
- Assessors need to be accountable for the decisions they make and must record their comments and observations throughout the assessment process; put together action plans

for improvement activities and write evidence-based desktop assessment reports and a final assessment report.

- Assessors manage the relationship with the organisation they are assessing from the time they begin the Desktop Assessment.
- Assessors maintain meaningful and timely correspondence and communication with the QPM Support Team, and liaise directly with organisations to ensure all parties are clear and up-to-date on what is happening at each site they are responsible for.
- Assessors will use the NDTi email account assigned to them for all correspondence with QPM organisations.
- Assessors will use the templates and guidance materials the QPM Support Team provides, taking care to ensure written reports are accurate, evidence based, concise and use Plain English. Assessors are responsible for proof reading their work and applying agreed filing/naming conventions to all documents produced and shared with QPM organisations.
- Assessors must ensure that final drafts of information and reports produced are shared with the QPM Support Team, who will undertake final checks, file and log the documents before arranging safe despatch of the information or report to the relevant client/organisation.
- Assessors commit to undertake and complete all activities in line with the **QPM Assessment Timeline** shown in **Appendix 1**.
- Assessors undertake to declare potential conflicts of interest at the earliest possible opportunity. On potentially being assigned to assess an organisation that is known to them, in whatever capacity, the assessor will discuss the potential conflict with the Awards Manager, who will determine if the assessor may continue with the planned assessment.



Communication

In order to effectively discharge the role and duties of Associate Assessor, we ask that our team members:

- Review and accept our **Privacy Notice** for the collection, use and storage of personal or sensitive data, as shown in **Appendix 2**.
- Provide us with a short biography and good quality 'head and shoulders' photograph for use on the NDTi/QPM website
- Accept an invitation to connect and keep in touch with the QPM Team through online platforms and fora, proactively posting updates and responding to actions assigned to them, confirming when these are complete.



Training and development

Assessors commit to continuing professional development in order to ensure subject knowledge and expertise is current, at no cost to NDTi. To support associates to undertake the role of QPM Associate Assessor, NDTi undertake to:

- Provide timely training and development activities that directly support the assessor to fulfil the requirements of the role and maintain consistent, un-biased, informed feedback and support to applying organisations.
- Share relevant information and resources online and encourage assessors to also share relevant guidance and useful documents and tools in this forum.
- Arrange 'shadowing' opportunities with colleagues to embed or develop skills and knowledge required to undertake the role.



Person specification

The QPM associate assessor person specification details the essential subject knowledge, behaviours and personal attributes NDTi expects that everyone undertaking assessments should possess.

Essential

Subject Knowledge

- Good knowledge of current health and social care agendas and relevant legislation as well as championing personalised approaches that enable people to identify their own needs and make choices about how they are supported to live their lives.
- Knowledge and experience of delivering an/or managing Independent Advocacy services, including statutory and non-statutory advocacy as well as non-instructed advocacy
- Working knowledge of the application of the Advocacy Charter and Advocacy Code or Practice
- Working knowledge of best practice delivery of IMCA, IMHA, Care Act Advocacy, IPA, NHS complaints advocacy and Advocacy for Children and young people.
- Experience in/knowledge of the delivery of services to people at risk of exclusion
- Good knowledge of organisational development theory and practice; how to implement and support organisational and system-wide change
- Working knowledge of GDPR and the Data Protection Act and commitment to ensuring confidentiality

- Practical knowledge of key HR and operational policies and procedures, including GDPR and Data Protection, Confidentiality, Equity, Diversity and Inclusion , Recruitment, Induction and Development
- Knowledge of relevant legislation and associated guidance, Care Act, Social Services and Wellbeing (Wales) Act, Human Rights Act, Mental Health Act, MCA 2005 and MCA Amendment Act
- Knowledge of Safeguarding legislation and best practice guidance in England and Wales, including when and how to raise a safeguarding concern

Delivering results

- Strong assessment and evaluation skills – ability to use judgement and apply set criteria, be clear, fair, balanced and evidence based in their approach and conclusions
- Strong writing/report writing skills – able to express themselves concisely and uses Plain English
- Good working knowledge of Microsoft Office applications and online collaborative platforms, together with the ability to present information accurately and professionally
- Very strong interpersonal, speaking and presentational skills
- A supportive team player who brings the best out of others
- Strong organisational skills

Personal attributes

- A commitment to the equality and rights of excluded people, the promotion of inclusion and social justice and a belief in people who use public services being in control of their lives and supports
- An ability and willingness to travel regularly
- Committed to the role of QPM Assessor, ability to represent NDTi and has flexibility to respond to needs of the scheme

Desirable

- Experience of assessing/quality assurance in a service setting

Appendix 1



The QPM Assessment Process What you (and we) can expect to happen next

The timeline	Action
To commence working towards achieving the Quality Performance Mark (QPM)	<ul style="list-style-type: none">• You will need to complete and submit the <u>Pre-Assessment Questionnaire</u>• We will establish if your organisation is or is not eligible to undertake the QPM assessment
Within 10 working days of your completing the Pre-Assessment Questionnaire	<ul style="list-style-type: none">• We will confirm receipt of your Pre-Assessment Questionnaire, raise any queries we may have at this early stage and, provided that you meet our eligibility criteria, prepare and issue a <u>Working Agreement</u> (our contract with you) for your organisation
Within 14 days of receiving your Working Agreement	<ul style="list-style-type: none">• You will review, complete and sign to say that you agree the terms and conditions of applying to gain the QPM, and return the signed Working Agreement to us• You will let us know if any changes are needed or if, for any reason, you do not feel able to agree the terms and conditions we require your organisation to sign up to
Within 2 weeks of returning your signed Working Agreement	<ul style="list-style-type: none">• You will receive your <u>Assessment Workbook</u> and further guidance outlining what to do next• We will send you an invoice for the first payment of your agreed fee• You will pay our invoice within 28 days (Pay Point 1)
Within 3 months (but not longer than 6 months) of receiving the Assessment Workbook	<ul style="list-style-type: none">• You will have completed any preparatory and development work needed, filled in the Assessment Workbook and returned this to us• You will have sent us all policies, documents and case files and reports requested• We will confirm receipt of documents, let you know if anything is unclear or missing and share all files with the nominated Assessor

The timeline

Action

Within 4 weeks

of our Assessor receiving your Assessment Workbook

- **We will** advise you of the **outcome** of the Assessor's review at Desktop Assessment stage
- **We will** prepare a short report that outlines any developments/actions required prior to site assessment
- **We will** invite you to proceed to Site Assessment stage, if and when you successfully complete Desktop Assessment stage

Within 2 weeks

of receiving an outcome at Desktop Assessment stage

- **You will** notify us of your intentions should your organisation not be successful at this stage
- If progressing, **we will** work with **You** to agree dates and plan for our Assessor to visit you, your team and people who use your services
- **We will** send you an invoice for the secondment payment of your agreed fee
- **You will** pay our invoice within 28 days (Pay Point 2)

As soon as is practicable

Following discussions and planning between our Assessor and you and your team

- **We will** provide you with a draft agenda for our visit
- **You will** arrange for the people we need to meet with to be present and will brief them about what to expect

Within 4 – 6 weeks

of a successful outcome at Desktop stage

- **We will** come and visit you and conduct what we call a Site Assessment
- **We will** have pre-prepared questions and areas of your work that we will want to discuss in greater depth
- **You will** let us know about anything you feel is important, but was not reflected in your submission at Desktop stage
- **We will** indicate the likely outcome(s) of your Assessment. It may not be possible for your Assessor to positively assert if your organisation has passed or failed at this time

The timeline

Action

Within 4 weeks
of visiting you and
undertaking a Site
Assessment

- **We will** provide you with an Assessment Report that will detail the outcome of your QPM Assessment, and may include further actions that you must take before the Award can be granted. Occasionally, our Assessor may ask you to provide further information or documentation to substantiate their decision
- Should your organisation fail to achieve the Award, **we will** explain what areas you need to further develop, or evidence, and outline the options open to you at this stage
- **We will** provide organisations who meet the standards and specifications of the QPM with the Award and confirm the conditions and timeframe on which it is granted
- **We will** provide you with a certificate, an electronic Award logo and help you to celebrate your success publicly

Within 2 weeks
of receiving the Assessment
Report

- **You will** provide your response to the Assessment Report
- **You will** email to us your Organisation's logo for inclusion on the register of QPM Award holders
- **We will** display your organisations details on the register of QPM Award holders and ask that you verify the details are correct
- **You will** let us know how you intend to proceed, should your organisation be unsuccessful at Site Assessment stage

This timeline of activity is important, as it helps to ensure that both parties are aware of the commitment they undertake in working to achieve the QPM and the relative time periods available for completion, submission and review at each key stage.



Data Protection (GDPR) Privacy Notice

NDTi Associate

Information you need to know:

The National Development Team for inclusion (NDTi) is a not for profit organisation working to enable people at risk of exclusion, due to age or disability, to live the life they choose. NDTi has been working with communities, government, health and social care professionals for 25 years to ensure that people with disabilities of all ages are given choice and control over their own lives. Further information about NDTi can be found at <https://www.ndti.org.uk/>.

NDTi is the Data Controller for your information.

The Data Protection Officer is: Sally Richens, Director of Resources, NDTi, 4 Queen Street, Bath, BA1 1HE. Tel: 01225 255 268 Email: office@ndti.org.uk.

Our representative and main point of contact for this project or activity is Gail Petty, QPM Award Manager, NDTi, 4 Queen Street, Bath, BA1 1HE. Tel: 01225 255 268. Email: gail.petty@ndti.org.uk.

This privacy notice explains how we use your personal information and your rights regarding that information.

What information are we collecting?

We collect and store information that includes your full name, address, contact telephone number, recent photograph, employment history (usually in the form of a CV) and banking details. We also ask all staff and freelance Associates to provide us with details of two people who we may contact in the event that they are injured or become unwell whilst undertaking work on behalf of NDTi.

As work for NDTi may involve contact with children and vulnerable adults, as a matter of good practice we ask for all associates to hold a current and valid DBS check. It is NDTi policy that these are enhanced and that they are dated within the last 3 years. The procedure for applying for a DBS will necessitate your sharing original forms of ID, your date of birth, any address you have lived at in the past 5 years, any previous names you have been known by and any unspent convictions you have.

We do not receive information about you from 3rd parties, and only record and store the data you provide.

Why are we collecting your data?

As a freelance Associate for NDTi, we ask you to provide us with the information necessary to contract with you, effectively discharge the contract for services between all parties, promote your role as an Associate of NDTi and pay you for any work that you undertake for the organisation.

How will we use this data?

We use the data you provide us to:

- Contact you about possible work that you may wish to undertake on a freelance, Associate basis
- Ensure clients who you are working with (on behalf of NDTi), or prospective clients, can get in touch with you
- Process data in order to assist you to apply for a DBS check
- Pay you for the services you provide to NDTi
- Promote your role as an Associate of NDTi on our website(s) and at relevant events and conferences
- Ensure our staff, board and wider associate team are aware of the knowledge and experience that you can bring to our work, and can therefore include/contract with you on specific projects they are planning

What is the legal basis for processing the data?

Processing of the data is necessary for the performance of the contract between NDTi and the Associate (the data subject) for the provision of freelance consultancy, development support or research & evaluation services.

If we are sharing your data with others, who are we sharing it with?

In agreeing to contract with NDTi as a freelance Associate, the data subject agrees that the organisation may share/disclose/place; their name, contact telephone number, email, recent picture and biography in the public domain via NDTi's website(s), or within marketing literature.

In order to discharge specific contracts/agreements, NDTi will share the data subjects name and contact data with current and potential clients and with NDTi's own staff, associates and board members.

NDTi use 3rd party services to administer DBS applications. Currently, this service is provided by Mencap or Disclosure Barring Services. Your data will be shared with one of these organisations, should we support you to apply for a current enhanced DBS.

How long will we hold your data?

Data, records and hard-copy information provided specifically to expedite a DBS check; i.e. copies of ID documents, personal records or mail, will be deleted in full on completion of the DBS check.

In all other circumstances, your data will be held whilst you continue to undertake freelance contracted services on behalf of NDTi, and for a period of 3 years thereafter.

After this time, your data will be removed from our secure systems and all records containing your personal data will be deleted.

How will we ensure your data is safe?

Data, other than that which the data subject agrees may be placed in the public domain, will be stored electronically on NDTi's secure server. Access to banking details, financial information or personal/sensitive data we hold about you will be restricted, on a need to know basis, and only key personnel will be able to access it. All files containing confidential personal data will be password protected.

What are your rights and how can you enforce them?

Your rights are detailed below. You can exercise your rights at any time, by making a request to NDTi's Data Protection Officer either verbally or in writing.

- **The right to be informed**

We must provide you with information including: our purposes for processing your personal data, how long we intend to keep your personal data, and who, if anyone, we will share it with.

- **The right of access**

NDTi have processes in place to ensure that we respond to a subject access request without undue delay and within one month of receipt.

- **The right to rectification**

You have a right to have inaccurate personal data we hold about you rectified, or completed if it is incomplete.

We have one calendar month to respond to your request. In certain circumstances we can refuse a request for rectification.

- **The right to erasure**

You can ask that we erase your personal data.

How can you complain to the Information Commissioner's Office?

Whilst we encourage that you discuss any concerns you may have about how NDTi hold or process your data with our Data Protection Officer, you have the right to complain directly to the Information Commissioner.

The Information Commissioner can be contacted:

By post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

By calling: The ICO helpline on **0303 123 1113**

By visiting: <https://ico.org.uk/concerns/>

How will you keep this privacy policy up-to-date?

We regularly review and, where necessary, update our privacy information. If we plan to use your personal data for a new purpose, we will update the privacy information we provide and communicate the changes to you before starting any new processing.