



Improving Quality in Allergy Services Quality in Primary Immunodeficiency Services

Assessor job description - DRAFT

Assessors are the face of the accreditation scheme, acting as ambassadors and upholding its reputation, and are expected to promote and champion the scheme. They have a critical role in assessing services for accreditation, providing a fair, comprehensive and transparent assessment and providing clear instruction for quality improvement.

Successful applicants undergo a detailed training programme that equips them with the necessary skills and knowledge to successfully undertake the role, detailed in the assessor training pathway.

This document contains the qualities expected in an assessor, and will be used as the basis for recruitment. In addition, all applicants are required to read and agree with the following documents:

- Assessor application form
- Assessor code of conduct

Reimbursement

Assessors are paid expenses, and receive a nominal fee for the time spent conducting assessments. Further details of this are available from the accreditation unit.

Role description

All assessors undertake the following activities:

- Provide open communication with services during the assessment period, building a relationship and offering a supportive approach.
- Undertake the remote assessment of services, involving the online review of evidence submitted for assessment and provision of feedback to services via the webtool.
- Undertake a site assessment of services involving the inspection of site facilities, interviewing staff, review of service evidence and compilation of an assessment report.
- Respond to queries from the quality assurance assessors.
- Undertake further roles as agreed with the accreditation unit, such as quality assurance assessor, annual renewal assessor or service trainer.
- Any other duty related to the accreditation of services, as reasonably determined with the accreditation unit.

Note: Some assessments may last for more than one day and may involve travel outside of an assessor's local area. Assessors will be informed of the length and location of an assessment before they commit to undertaking the assessment. Once an assessor has indicated their commitment to an assessment, the assessor will be expected to undertake the assessment at the pre-determined time and location.

Person specification

All assessors are required to:

- Be a consultant allergist, consultant immunologist, consultant in an allied specialty or specialist nurse who is actively involved in the provision of an allergy or immunology service.
- Be a strong representative of the accreditation scheme and show integrity at all times.
- Successfully complete the assessor training pathway, and continue to demonstrate an ongoing high level of skill against the assessor competencies, included as appendix one.
- Conduct assessments and undertake their roles and responsibilities as detailed in their training and the assessor handbook.
- Be in good standing with their employer and actively work towards accreditation within their service.
- Abide by the assessor code of conduct, including the confidentiality and conflict of interest requirements.

Role specific requirements

All assessors are required to:

- Consultant
 - Hold up-to-date registration with the General Medical Council.
 - Hold a certificate of specialist training in allergy and/or immunology.
 - Or, demonstrable experience of working in allergy and/or immunology services.
 - Have at least three years' experience at consultant level in an allergy or immunology service.
- Specialist nurse
 - Be registered with the Nursing and Midwifery Council.
 - Hold an appropriate academic qualification in their speciality (preferable).
 - Have at least three years' experience at senior nurse level in their speciality.
 - Or, demonstrable experience in other roles supporting allergy and/or immunology developments.

Experience and training

All assessors are required to:

- Have expert knowledge and skills in allergy or immunology with commitment to continuing professional development.
- Demonstrate an expert understanding of the accreditation scheme, standards and their role as an assessor, and how this relates to the service on a practical level.
- Show commitment to acquire the knowledge and skills in the assessment process related to IQAS.

Continuing professional development

All assessors are required to:

- Attend at least one assessor review day annually.
- Attend ad-hoc online training sessions provided by the accreditation unit.
- Complete at least two assessments annually.
- Complete a 360 degree peer review on their fellow assessors following each assessment.

Appendix one - competency framework

The accreditation unit requires all assessors to possess the core competencies defined in this section and the supporting capability level. Once assessors have completed the initial assessor training programme, these competencies will be assessed through a formative and summative assessment process on the webtool. Trainee assessors will rate themselves for each competency against the capability levels and provide supporting commentary. All assessors are required to attain competency level four to be approved as an assessor. After assessors have completed the assessor training programme, these competencies will be assessed through the 360 degree assessment tool that collates service feedback, peer feedback and accreditation unit feedback.

Capability levels

Level	Capability
1	Minimal knowledge and understanding about how the competence relates to practice
2	Needs supervision to effectively carry out the range of skills within the competence
3	Performs some skills within the competence effectively without supervision
4	Confident of the knowledge and ability to perform all the identified skills within the competence effectively
5	Can facilitate the knowledge and understanding of other professionals relating to the skills range within the competence

Competencies

T1	Technical - Planning and organisation skills
T1.1	Identifies and plans for the work to be completed for each stage of the assessment.
T1.2	Plans and sets timescales for the assessment process for area of expertise through clear planning.
T1.3	Presents an understandable summary plan with timescales to the lead assessor.
T1.4	Identifies and plans for communication tasks to be completed for each stage of the assessment (includes co assessors and the service).
T1.5	Identifies problems early in the planning process and recommends or discusses appropriate actions.
T1.6	Works in a flexible way to meet the needs of the assessment team and the service.

T2	Technical - Assessment skills
T2.1	Understands the structure of accreditation and the IT system.
T2.2	Takes a holistic and well balanced view of a service and identifies the most critical strengths and areas for improvement; those that have major impact on the service performance.
T2.3	Examines and reviews all evidence against the standards to support a judgement
T2.4	Provides objective and constructive written feedback to the service that supports them to provide appropriate evidence.
T2.5	Observes service activities to support judgements.
T2.6	Verifies the accuracy of information gathered in interviews by observation, measurements and records analysis.
T2.7	Identifies records and observational clues suggesting problems.
T2.8	Identifies, with the assessment team, the most important and relevant additional information to request.

T3 Technical - Communication, report writing and feedback skills	
T3.1	Communicates effectively, both verbally and in writing to the organisation, service and assessment team.
T3.2	Interviews effectively, considering the key questions to ask staff.
T3.3	Listens to gain an effective understanding of the service and the views of other assessors.
T3.4	Takes the outcome from the assessment and individual findings, and turns it into clear and accurate written statements.
T3.5	Produces clear, objective and accurate reports online.
T3.6	Provides objective and constructive verbal feedback to the Service at the end of an assessment.

B Behavioural skills	
B1.1	Acts with integrity and with professionalism, upholding the values of the accreditation scheme
B1.2	Develops and maintains excellent rapport and relations with the representatives of the service.
B1.3	Works to agreed priorities and is responsive to changes in requirements.
B1.4	Maintains confidentiality at all times.
B1.5	Recognises when independence is compromised during an assessment and takes appropriate actions.
B1.6	Creates a climate of openness and trust.
B1.7	Assertively presents him/herself as helpful and competent.
B1.8	Contributes positively and effectively as a member of the assessment team.
B1.9	Actively seeks to give and receive direct and constructive feedback.
B1.10	Identifies new learning techniques and ideas to improve self.
B1.11	Maintains own performance and emotions in all situations (for example, if challenged).

K Knowledge skills	
K1.1	Understands services within different sectors, and the application of the standards and evidence requirements within those services.
K1.2	Understands the key roles, structures, processes and systems of services within different sectors.
K1.2	Understands own assessor role and the key areas of responsibility.
K1.3	Is aware of the accreditation standards for different providers.
K1.4	Understands the accreditation process and outcomes for assessments.
K1.5	Understands key safety areas and when to escalate for action.
K1.6	Understands who the key contacts are for expert advice and support.
K1.7	Understands the performance and development requirements of the assessor role.