

APEX HOUSING ASSOCIATION

EMPLOYEE SPECIFICATION

POSITION: Quality Monitoring Officer

DATE: December 2020

CRITERIA	ESSENTIAL	DESIRABLE
EDUCATION/ QUALIFICATIONS/ ATTAINMENTS	A third level qualification or equivalent	A third level qualification or equivalent in health or social care
RELEVANT EXPERIENCE	Two years previous experience in a supported living or health & social care setting Previous administrative experience	
SPECIALIST KNOWLEDGE/ TRAINING	Knowledge of supported living client groups. Knowledge of health and social care regulation and standards Skilled in business use of Microsoft Office packages including Outlook, Word, Excel and PowerPoint	
PERSONAL SKILLS	Excellent communication skills, both written and verbal, and the ability to present work clearly and concisely Analytical and excellent attention to detail Self motivated, with good organisational skills and the ability to meet deadlines and use own initiative Can demonstrate an ability to identify and resolve problems quickly and efficiently Can demonstrate an ability to take on responsibility and ownership and accountability of projects and tasks	
DISPOSITION	Works collaboratively with others to deliver results Maintains confidentiality Strives to add value and continuously improve	
CIRCUMSTANCES	**Full current driving licence and access to a car. Flexible re: hours of work. Able to attend evening meetings as and when required.	

* This criteria will be waved in the case of an applicant whose disability prohibits driving, but who is able to arrange suitable alternative arrangements