

New profiles of EQUASS auditors and consultants for the EQUASS 2018 system

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Auditor profile

Interpersonal skills

Ability to:

- Understand how others think and act
- Understand group processes
- Communicate effectively in written and spoken English
- Handle conflict constructively
- Give positive feedback
- Convey integrated concepts and opinions quickly
- Reach consensus out of different views and option
- Work in a team

Operational Skills

Ability to:

- Make a quick overview of complex situations and determine the underlying themes and issues
- Translate management concepts into specific situation
- Think in a "process" way
- Take a high level overview
- Assess, in a balanced way, the scope and outcome of situations and facts
- To advise organisations in quality improvement and quality development.

Knowledge and experience

- Qualified for auditing organisation according to international and/or national quality management systems
- A career of at least five years in managerial and/or professional roles
- Educational background: university or higher education degree, or equivalent experience
- Broad knowledge and experience of management
- Ability to perform in a multi-cultural environment and meet tight time deadlines
- Knowledge of the EQUASS 2018 principles, criteria and indicators
- Knowledge and understanding of the characteristics and challenges of the social sector (national and European) level

Note:

Previous auditors include:

- Experienced auditors, managers, quality managers and executives
- Members of academic institutions with appropriate experience in the social sector, quality management and business management.

All auditors should have good understanding and writing skills in the English language, due to attending the training and writing audit report)

Consultant profile

Interpersonal skills

You:

- Care about people and their well-being
- Are committed to improve social service's sector
- Are willing to continuously learn
- Believe that you can make a change
- Act to make a change

Operational skills

Ability to:

- Understand how others think and act
- Understand group processes
- Handle conflict constructively
- Consult and give feedback on positive and constructive way
- Translate management concepts into specific situation
- Empower and motivate others
- Convey integrated concepts and opinions quickly
- Think in a 'process' way
- Communicate effectively in written and spoken National language & English

Knowledge and experience

- Knowledge and experience of quality management
- Knowledge and experience of the social sector
- Experience and understanding of the best practice in Social Services Sector
- Experience and understanding of management processes in organisations

Note

Previous and current EQUASS consultants include:

- Experienced professionals, managers and quality managers in the social sector.
- Members of academic institutions with appropriate experience in the social sector.