Roles & Responsibilities for Host Team Leader Role

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PEER REVIEW AND DEVELOPMENT

Roles and Responsibilities for PRD

Host Team Leader

The Host Team Leader acts for the host organisation as a central point of contact during the review. S/he will work collaboratively with the review team leader in planning and conducting the review. S/he will ensure that those to be involved in the review are identified and prepared, that appropriate information is made available to the review team and that the findings of the review are appropriately disseminated.

The role of the Host Team Leader

1   Work collaboratively with the Review Team Leader to plan the review, including:

   a) Establishing the purpose, ethos and focus of the review and the expectations of the individuals and organisations involved.

   b) Agreeing and assembling the key data to be made available for the review and distribute it as agreed.

   c) Planning the timescales for the review, how it will be conducted and the personnel to be involved.

   d) Identifying the resource allocation, monitoring and recording processes and documentation needed to support the review process.

   e) Identifying potential risks and mitigating actions.

   f) Identifying any legal qualification requirements of reviewers (e.g. CRB checks).

   g) Agreeing how the findings of the review will be recorded and presented to best support the organisation's improvement and development strategy.

2   Identify and brief all those to be involved in the scope of the review and the review activity, ensuring that they understand:

   - The purpose and ethos of the review.

   - The protocols for working collaboratively with visitors to the organisation and, in particular, the review team.

   - The timing and focus of the review and how it will be conducted.

   - Their role in providing appropriate qualitative and quantitative information and in responding to reviewers' questions openly and without defensiveness.

3   Work collaboratively with the review team to ensure the smooth and transparent conduct of the review:

   a) Ensuring open, positive and constructive engagement with the review team.

   b) Ensuring that the needs of the review team are met and that appropriate information is given clearly (e.g. IT facilities, confidential working space, refreshments, fire procedures).

   c) Ensuring that all involved in the review observe the protocols for working with visitors to the organisation.

   d) Responding quickly and appropriately to requests for supplementary information needed to support the review.

4   Engage collaboratively with the review team to explore the findings of the review and their implications:

   a) Engaging in feedback to identify areas of effective practice, key learning points and development priorities for the organisation

   b) Engaging with others in the organisation to:

   - Celebrate and share effective practice.

   - Use feedback from the review to develop strategies and plans for improvement of provision/operations and of the self-assessment process.

   - Work collaboratively with peer group partners to effectively transfer good practice where needs have been identified.

5   Work collaboratively with the review team and with the PRD group leaders to evaluate the review process:

   a) Seeking feedback on the review process from host and review teams and any others involved in the review.

   b) Identifying further professional development needs for self and the host team.

   c) Making recommendations for improvements to the review and development processes.

Skills and attributes needed for this role

The Host Team Leader will need the ability to:

a)   Establish and maintain open, trusting, productive and collaborative relationships.

b)   Establish and maintain a critical ethos which is non-judgemental and embraces the opportunity for learning and change.

c) Lead and develop teams ensuring a shared sense of purpose and responsibility.

d) Gather and present quantitative and qualitative information that supports self-assessment judgements.

e) Formulate appropriate questions to:

- Check out meanings and understandings.
- Elicit further clarification where necessary.

f) Challenge defensiveness and resistance to change.

g) Receive feedback positively and constructively to establish effective practice and areas for improvement:

- Actively identifying both strengths and development needs.
- Responding to and asking questions as necessary to check. understandings and clarify meanings
- Accepting constructive feedback without defensiveness.
- Owning subjective points of view.
- Reflecting on what is happening during the feedback and its potential impact on others in the organisation.

h) Summarise and present information in verbal and written formats.

i) Give constructive feedback to establish effective practice and areas for improvement:

a. Engaging others in identifying their own strengths and development needs.

b. Supporting assertions made with appropriate examples.

c. Prioritising key points to be made, referring only to aspects that can be changed.

d. Responding to questions and clarifying as necessary.

e. Offering constructive feedback without judgement.

f. Owning subjective points of view.

g. Ensuring the receiver is left with choices.

h. Reflecting on what is happening during the feedback and its impact on the receiver.