2024 VOLUNTEER EXAMINER ROLE DESCRIPTION

GENERAL DESCRIPTION

The role of the AHCA/NCAL National Quality Award Volunteer Examiner is extremely important to the program. Examiners are a vital part of the Quality Award workforce, contributing their time and expertise to the fulfillment of the programs key work processes, mission and core competencies. Once selected to serve, the program relies on every Examiner to fulfill their commitment.

There are significant benefits to serving as an Examiner, including professional development, networking, education, and much more. Serving as an Examiner is a significant accomplishment as it is intellectually challenging and requires a substantial time commitment. Individuals who apply as an Examiner must be prepared to satisfy the full commitment.

REQUIRED SKILLS

For all Examiner roles, the program looks for individuals that exhibit the following characteristics:

- Passion for continuous quality improvement
- Willingness to learn and take feedback
- Adaptability
- Ability to work effectively in a team environment
- Strong analytical skills
- Attention to detail
- Strong verbal and written communication skills
- Time management skills
- Ability to meet deadlines and work independently

REQUIRED EXAMINER EXPERIENCE

Examiner Role	Experience required to apply
Silver Examiner	- Individuals completely new to the Baldrige criteria - Award recipients (Bronze, Silver or Gold) without Examiner experience - Returning Silver Examiners not participating as team leaders
Silver Team Lead	- Returning Silver Examiners with 2+ years of experience - Returning Silver Team Leaders
Gold Examiner	- Individuals who have served as Examiners or Judges for other Baldrige-based programs - Returning Gold Examiners not participating as team leaders - Returning Silver Examiners with 2+ years of experience
Gold Team Lead	- Returning Gold Examiners with 2+ years of experience - Returning Gold Team Leaders

RESPONSIBILITIES OVERVIEW FOR 2024 EXAMINERS

Please note that this provides a high-level overview of the process and is subject to change.

	FUNCTION	ESTIMATED TIME FRAME	ESTIMATED TIME COMMITMENT
ALL EXAMINERS	**Training** All Examiners are required to participate in the virtual training, involving self-paced work, a few live learning sessions, team activities and trainer feedback. Details of this training and the live session times will be emailed out to selected Examiners in December.	January 4 - February 9	10-12 hours
	Team Leaders will also participate in an in-person Leader Training at a location TBA.	Gold TLs: Feb 13-14 Silver TLs: Feb 14-15	2 days, 1 night
	Review Cycle Details of the review phases will be published in the 2024 Examiner Manuals.	Gold: February 7-May 15 (if you choose to participate in the Site Visit, it will go through August) Silver: February 22 - May 30	40-60 hours
GOLD EXAMINERS ONLY	**Site Visit (Optional)** While not required, all Gold Examiners are encouraged to sign up to participate on a Site Visit for higher maturity Gold applications. All travel costs associated will be reimbursed by AHCA/NCAL as long as duties are fulfilled.	June - July, 2024 (exact dates TBA)	30-40 hours plus travel

QUESTIONS? CONTACT US

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