

# Checklist for Supervising the Quality of Community Health Volunteers' SBC Sessions

Date: \_\_\_\_ / \_\_\_\_ / 2020      Number of male participants: \_\_\_\_      Number of female participants: \_\_\_\_

Which behaviours does the session promote?    ☐ WASH behaviours    ☐ nutrition behaviours    ☐ health behaviours

Governorate: \_\_\_\_\_ District: \_\_\_\_\_ Village: \_\_\_\_\_ Relevant Health Unit: \_\_\_\_\_

Name of ADRA Staff: \_\_\_\_\_ Name of the CHV: \_\_\_\_\_ CHV's Gender: [ F ] [ M ] CHVs' age: \_\_\_\_\_

This quality-monitoring checklist was prepared to enable ADRA to monitor the quality of Community Health Volunteers' (CHV) activities that promote selected health, nutrition and WASH practices (such as group sessions or counselling visits.) It is meant to be used by ADRA's Field Officers during their monitoring visits. Its main purpose is to 1) help CHV improve their ability to effectively promote the selected practices; and 2) provide ADRA with up-to-date overview of the key strengths and weaknesses in CHVs' knowledge and skills.

**Guidance on the use of this checklist:** While observing the CHV, do not talk to her/him and do not correct her/ his mistakes. Fill out this form only. When the interview is over, find a private place and, with the CHV, go over each point below, **appreciating the strong points and providing suggestions** on how the CHV can improve the weaker aspects of her/his performance. Remember: the purpose of this form is not to judge the CHVs but to **help them improve the quality of the work they are doing**.

When you collect the data and come back to the office, **enter the data to a relevant KoBo questionnaire** provided by ADRA's M&E team. This KoBo questionnaire aggregates the results from all conducted observations and helps ADRA understand the overall strengths and weaknesses of CHVs' work.

		YES	PARTIALLY	NO	SUGGESTIONS FOR IMPROVEMENT?
1	Did the CHV clearly explain the purpose of the meeting?				How can the CHV improve this skill?
2	Did the CHV discuss with the participants why it is important to talk about this topic?				How can the CHV improve this skill?
3	Did the CHV ask about the participants' main difficulties related to practicing the promoted behaviours?				How can the CHV improve this skill?
4	Did the CHV ask the participants how they overcome these difficulties?				How can the CHV improve this skill?
5	Did the CHV use most of the messages recommended by ADRA for promoting the behaviours?				How can the CHV improve this skill?
6	Did the CHV provide information and advice that is technically correct?				How can the CHV improve this skill?
7	Did the CHV use the visual materials that were prepared by ADRA for the behaviours the CHV promoted?				How can the CHV improve this skill?
8	Did the CHV demonstrate to the participants any skills that s/he was promoting?				How can the CHV improve this skill?
9	Did the CHV let the participant practice the skills s/he was promoting?				How can the CHV improve this skill?

10	Did the CHV keep verifying that people understand the main points using open-ended questions?				How can the CHV improve this skill?
11	Did the CHV ask the participants (many) questions about their opinion and experience?				How can the CHV improve this skill?
12	Did the CHV give participants adequate time to answer questions?				How can the CHV improve this skill?
13	Did the CHV encourage discussion amongst participants?				How can the CHV improve this skill?
14	Did the CHV avoid talking to specific people only?				How can the CHV improve this skill?
15	Did the CHV prevent the meeting being dominated by 1 or 2 people?				How can the CHV improve this skill?
16	Did the CHV encourage more timid participants to speak / participate?				How can the CHV improve this skill?
17	Did the CHV speak in an easy-to-understand way?				How can the CHV improve this skill?
18	Did the CHV talk to participants in a polite and respectful way?				How can the CHV improve this skill?
19	At the end of the meeting, did the CHV ask people to summarize what did they learn and how will they use it?				How can the CHV improve this skill?
20	At the end of the meeting, did the CHV summarize any points that were not mentioned by the participants?				How can the CHV improve this skill?

**Number of YES: .....** out of a maximum of 20 YES answers

**Comments:** .....  
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After the interview, did the Field Officer (or any other supervisor) provide the CHV with feedback in private (with no people around), in a gentle manner, proposing specific improvements the CHV could make during her/ his further work? **YES / NO**

**Signature of the CHV** confirming that the feedback took place as described: .....