

## Disgrifiad o'r Swydd

Enw'r Swydd	Rheolwr Tîm – Gwasanaethau Anabledd Arbenigol
Gwasanaeth	Porth Gofal – Gwasanaethau Uniongyrchol
Graddfa	Graddfa 12
Pwynt/iau ar y Golofn Gyflog	35-37
Cyflog	£43,421 - £45,411
Pwrpas y Swydd	<ul style="list-style-type: none"> <li>• Datblygu a rhedeg portffolio o wasanaethau gofal a chymorth arbenigol ar draws Ceredigion, gyda ffocws sylweddol ar Anableddau Dysgu a chyflyrau sy'n effeithio ar oedolion hŷn.</li> <li>• Bydd y gwasanaeth yn cynnwys cymorth allgymorth sy'n canolbwyntio ar yr unigolyn yn y gymuned a darparu gwasanaethau Gofal Tymor Byr (seibiant).</li> <li>• Bydd angen hefyd i roi cymorth mewngymorth i wasanaethau gofal a chymorth eraill yn y Sir.</li> <li>• Gweithio'n agos gydag asiantaethau iechyd, gofal cymdeithasol ac asiantaethau partner ehangach i roi model galluogi yn gyntaf ar waith, sy'n sicrhau bod pob defnyddiwr gwasanaeth yn cael gofal o ansawdd sy'n canolbwyntio ar yr unigolyn.</li> <li>• Darparu cyswllt allweddol gyda Rheolwyr Corfforaethol a gweithio gyda Rheolwyr Timau eraill i sicrhau bod timau'n cael eu rheoli'n gyson i fodloni amcanion corfforaethol ac amcanion y gwasanaeth a bod y rhain yn cael eu cydlynu a'u gweithredu'n effeithiol ar draws meysydd gweithredu'r Gwasanaeth</li> <li>• Er bod gan Reolwyr Timau gyfrifoldeb penodol i reoli tîm a/neu swyddogaeth, mae ganddynt gyfrifoldeb corfforaethol i sicrhau bod gweithgareddau a gweithredoedd eu gwasanaeth yn cael eu rheoli'n gyson i gefnogi amcanion a safonau'r Cyngor</li> <li>• Gweithio'n greadigol ac ar y cyd i gyflawni'r safonau perfformiad uchaf posibl ym model Llesiant Gydol Oes Cyngor Sir Ceredigion</li> <li>• Dirprwyo ar gyfer Rheolwyr Corfforaethol, pan fo angen, ar lefel gorfforaethol, ranbarthol a chenedlaethol</li> </ul>
Lleoliad	
Oriau Gwaith	37 awr yr wythnos
Math o Contract	Llawn amser
Hyd y Contract	Parhaol
Teitl Swydd y Rheolwr Llinell	Rheolwr Corfforaethol – Gwasanaethau Uniongyrchol
Cyfrifoldebau Goruchwylio/Rheoli	<p>Yn datblygu, arwain, goruchwylio a rheoli:</p> <ul style="list-style-type: none"> <li>• Pum rôl Cydlynnydd a thîm(au) cefnogi yn cwmpasu <ul style="list-style-type: none"> <li>- Cyflogaeth Gymunedol a Gwirfoddoli</li> <li>- Anghenion Cymwys Cymhleth ac anawsterau dysgu dwys a lluosog (gan gynnwys Pontio a Chamu 'Mlaen)</li> <li>- Anghenion Cymwys Canolradd</li> <li>- Therapiau, ymddygiad cadarnhaol, ac arferion sy'n ystyriol o drawma</li> <li>- Dementia, Digidol a Lles</li> </ul> </li> </ul>
Atebolrwydd	
Telerau Contractiol sy'n Gysylltiedig â'r Swydd	

### Rheoli

- Gweithio o dan gyfarwyddyd y Rheolwr Corfforaethol i ddatblygu cynigion gwasanaeth a'u gweithredu o fewn cynlluniau busnes y tîm
- Rheoli staff yn effeithiol o fewn y Tîm Gwasanaethau Dydd Arbenigol
- Sicrhau bod diwylliant sy'n canolbwyntio ar ddinasyddion a chanlyniadau yn cael ei hybu trwy'r amser
- Hybu dull o weithredu sy'n canolbwyntio ar yr unigolyn trwy'r amser drwy sicrhau bod y model Arwyddion Diogelwch a Lles yn cael ei roi ar waith yn ymarferol
- Cynorthwyo i baratoi a monitro cyllidebau ar gyfer y timau er mwyn sicrhau y darperir gwasanaethau'n effeithiol ac effeithlon sy'n darparu'r canlyniadau angenrheidiol i ddinasyddion
- Rhoi cyngor a chymorth proffesiynol yn fewnol ac yn allanol fel y bo'n briodol a nodi opsiynau ar gyfer gweithredu
- Gweithio gyda Rheolwyr Corfforaethol a'u cefnogi i roi'r cyngor a'r cymorth angenrheidiol mewn meysydd arbenigedd penodol i lunio a gweithredu polisiau a chynlluniau cymorth unigol perthnasol ac effeithiol.
- Cynnal a hybu perthnasoedd gwaith agos gyda rhanddeiliaid mewnol ac allanol, a chydweithwyr er mwyn sicrhau'r buddion mwyaf i'r Cyngor a thrigolion Ceredigion.
- Cynrychioli barn y gwasanaeth ar faterion sy'n effeithio ar ddarparu'r model Llesiant Gydol Oes i gyrff mewnol ac allanol o dan arweiniad uwch reolwyr
- Gweithredu fel ymgynghorydd ar faes arbenigedd penodol, yn ôl yr angen, yn fewnol a chyda gwahanol bartneriaethau ac asiantaethau allanol

### Rheoli ansawdd a pherfformiad

- Sicrhau bod anghenion y rheini sy'n defnyddio ein gwasanaethau yn cael eu deall yn llawn a'u diwallu'n llawn wrth ddatblygu, darparu, hyrwyddo a gwella gwasanaethau.
- Sicrhau bod gwasanaethau'n cael eu rheoli a'u darparu mewn ffordd gydlynol ac yn unol â pholisiau a safonau y cytunwyd arnynt.
- Cynorthwyo'r Rheolwyr Corfforaethol a'r Swyddogion Arweiniol Corfforaethol i sicrhau bod polisiau a gweithdrefnau'n cael eu diweddarau i adlewyrchu deddfwriaeth gyfredol ac arferion gorau.
- Monitro, gwerthuso a sôn yn rheolaidd am berfformiad tîm yn erbyn cynlluniau gwasanaeth statudol ac anstatudol, cynlluniau busnes a dangosyddion perfformiad.
- Sicrhau bod staff yn cael eu goruchwyllo'n fyfyriol yn rheolaidd, yn ôl yr angen, o fewn terfynau amser y cytunwyd arnynt
- Cynorthwyo i nodi, caffael a defnyddio adnoddau ar gyfer y tîm a'r gwasanaeth i gyflawni ei amcanion
- Cynorthwyo i nodi a mynd ar drywydd ffynonellau cyllid allanol priodol a ffynonellau/modelau amgen o ddarparu gwasanaethau, e.e., trwy weithio mewn partneriaeth i ddarparu gwasanaethau'r Cyngor.
- Cynorthwyo'r Rheolwr Corfforaethol i gynnal ymwybyddiaeth o arferion cenedlaethol a lleol wrth ddarparu gwasanaethau, er mwyn datblygu atebion arloesol yn y ffordd y caiff gwasanaethau eu darparu i sicrhau gwelliant parhaus mewn perfformiad
- Cefnogi'r Rheolwr Corfforaethol i ymchwilio i gwynion a'u rheoli yn unol â pholisiau a gweithdrefnau'r Cyngor
- Sicrhau safonau uchel o ansawdd a pherfformiad yr holl staff o fewn y tîm a'r gwasanaeth, cydnabod perfformiad da a mynd i'r afael â pherfformiad gwael yn gadarnhaol ac yn effeithiol.
- Gweithredu a rheoli prosesau sicrhau ansawdd cadarn ac effeithiol
- Rhoi trosolwg i'r Rheolwr Corfforaethol o gryfderau a risgiau'r tîm, gan gynnwys sylwadau o ganmoliaeth, sylwadau a chwynion.
- Gweithio gyda Rheolwyr Timau eraill i ddarparu gwasanaethau effeithiol ac effeithlon y Cyngor
- Cydymffurfio â'r holl godau ymddygiad, codau arferion proffesiynol a deddfwriaeth sy'n benodol i'r sector, sy'n berthnasol
- Cynorthwyo'r Rheolwr Corfforaethol i ymateb yn gyflym ac yn hyblyg i anghenion y Cyngor, ei gwsmeriaid a'i bartneriaid
- Hybu cyfle cyfartal wrth ddarparu gwasanaethau ac mewn arferion cyflogaeth fel bod y Cyngor yn cyflawni ei rwymedigaethau moesol a chyfreithiol fel cyflogwr cyfle cyfartal

- Ymgymryd ag unrhyw ddyletswyddau eraill sy'n gymesur â lefel a disgwyliadau'r swydd, gan gynnwys cynllunio at argyfyngau; rheoli a chydlynu ymateb; rheoli risg; a diogelu

### Cyfathrebu

- Adolygu dulliau cyfathrebu presennol gyda staff i sicrhau eu bod yn effeithiol ac annog adborth dwy ffordd.
- Hybu diwylliant o gyfathrebu mewnol ac allanol cryf fel bod y gwasanaethau a ddatblygwn yn cael eu darparu ar y cyd â dinasyddion, rhanddeiliaid a staff
- Cynorthwyo'r Rheolwr Corfforaethol i gynnal cyswllt effeithiol ag Uwch Reolwyr, a lle bo'n briodol, rhoi gwybodaeth a chynghor cynhwysfawr fel bod materion angenrheidiol yn cael eu cyfeirio at Uwch Reolwyr neu Aelodau Etholedig am benderfyniad mewn modd amserol.

### Swyddogaethol

- Arwain o ran y trawsnewid a rheoli newid ar gyfer maes y gwasanaeth hwn, gan sicrhau cynllun clir o ran ymgysylltu â defnyddwyr gwasanaethau a gofalwyr.
- Cefnogi a chymryd rhan yn y gwaith o ddatblygu a gweithredu llwybrau i gefnogi unigolion sy'n byw ag Anabledd Dysgu i wneud y mwyaf o'u cyfleoedd i fyw mor annibynnol â phosibl. Gan gynnwys, sgiliau cyflogadwyedd a chyfleoedd gwaith.
- Cefnogi a chymryd rhan yn y gwaith o ddatblygu a gweithredu cyfleoedd sy'n canolbwyntio ar yr unigolyn ar gyfer unigolion sy'n byw gyda dementia a chyflyrau oedran hŷn ehangach yn eu hannibyniaeth.
- Cefnogi a chymryd rhan yn y gwaith o ddatblygu a gweithredu rhaglenni a phrosiectau rhanbarthol ar y cyd â phartneriaid e.e., iechyd a'r 3<sup>ydd</sup> sector.
- Bod â throsolwg cyffredinol ar reoli cyfleusterau ac adnoddau o fewn maes y gwasanaeth.
- Arwain o ran y Cymorth Ymddygiad Cadarnhaol ar draws Gwasanaethau Uniongyrchol a'r model Llesiant Gydol Oes ehangach lle bo angen.
- Cefnogi a chymryd rhan mewn, pan fo angen, cyfleuster dyletswydd y tu allan i oriau ar draws darpariaeth Gofal Preswyl a bod angen i chi ddarparu ar alwad gyda'r nos, ar benwythnosau ac ar wyliau banc fel rhan o ddarpariaeth gwasanaeth 7 diwrnod 52 wythnos y flwyddyn.
- Cydnabod a chefnogi gofynion proffesiynol a rheoleiddiol ac arferion gorau mewn Gwasanaethau Darparu gan gynnwys lleoliadau sydd wedi'u cofrestru ag AGC a chyfrannu at ddatblygu a gweithredu safonau cydymffurfio priodol.
- Cefnogi'r broses o reoli adnoddau i weithredu a mesur ymlyniad at arferion, egwyddorion a rheolaethau da o ran Atal a Rheoli Heintiau, hyfforddiant a monitro, gan gynnwys Cyfarpar Diogelu Personol.
- Cefnogi Rheolwr y Tîm – Gwasanaethau Gofal Preswyl a'u tîm o Reolwyr Cofrestredig i reoli anghenion cymorth brys atgyfeiriadau newydd a newidiadau mewn sefyllfaoedd defnyddwyr gwasanaethau wrth i'r rhain godi.
- Sicrhau bod y gwasanaeth yn ymatebol ac yn rhagweithiol wrth nodi a lliniaru risgiau, a chefnogi cymryd risgiau cadarnhaol ac annibyniaeth ein preswylwyr lle penderfynwyd bod hyn yn briodol.
- Cyfrannu at gyfarfodydd perfformiad darparwyr, uwchgyfeirio a chyfarfodydd cymorth rheoli gyda Gofal Cymdeithasol, diogelu, Sicrwydd Ansawdd, Iechyd ac AGC i roi gwybodaeth, a chynghor yn unol â'r Ddeddf Rheoleiddio ac Arolygu Gofal Cymdeithasol a chefnogi rhoi cynlluniau gweithredu gwelliant ar waith.
- Camu i rôl y Rheolwr Tîm Cofrestredig – Gofal Preswyl os oes angen mewn argyfwng.
- Cyfarwyddo, datblygu a gweithredu prosiectau i gyflawni gwelliannau parhaus mewn darpariaeth ac arferion a newid diwylliannol, yn unol â datblygiadau arfaethedig sy'n deillio o Ddeddf Gwasanaethau Cymdeithasol a Llesiant, Deddf Rheoleiddio ac Arolygu Gofal Cymdeithasol, a Model Gwasanaeth Integredig Gydol Oes a Llesiant y Cyngor.
- Cynllunio, datblygu, gweithredu a dadansoddi perfformiad er mwyn rhoi adroddiadau ansoddol a meintiol ar y gwasanaeth i gyflwyno Adroddiad Blynyddol ac Adroddiad Adborth Defnyddwyr Gwasanaethau i'r Unigolyn Cyfrifol ac Arolygiaeth Gofal Cymru (AGC)
- Bod yn bwynt cyswllt ar gyfer gwrthdaro, pryderon, cwynion posibl neu fynd i'r afael ag ymddygiadau sy'n herio, o ran defnyddwyr gwasanaethau, teuluoedd, staff a gweithwyr proffesiynol eraill, i gyfryngu datrysiad, lliniariad neu uwchgyfeiriad sy'n canolbwyntio ar atebion fel y bo'n briodol.

## Manyleb y Person

Hanfodol		
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	<ul style="list-style-type: none"> <li>Addysg hyd at lefel gradd mewn pwnc perthnasol, e.e., gradd mewn lechyd a Gofal Cymdeithasol (neu gymhwyster lechyd cysylltiedig cyfatebol), QCF Lefel 5/Diploma mewn lechyd a Gofal Cymdeithasol</li> <li>Cofrestriad cyfredol gyda Gofal Cymdeithasol Cymru</li> <li>Hyfforddiant uwch Arwyddion Diogelwch (neu ymrwymiad i ymgymryd â'r hyfforddiant o fewn y 12 mis nesaf)</li> <li>Tystiolaeth o Ddatblygiad Proffesiynol Parhaus</li> <li>Cymhwyster rheoli cydnabyddedig (neu ymrwymiad i ennill cymhwyster rheoli cydnabyddedig o fewn 2 flynedd)</li> </ul>	
Sgiliau Ieithyddol Cymraeg	Gwranddo/Siarad: <b>Lefel 4</b> Darllen: <b>Lefel 3</b> Ysgrifennu <b>Lefel 3</b>	Rhaid ennill y sgiliau iaith Gymraeg a nodir o fewn dwy flynedd i'r penodiad.
Sgiliau Ieithyddol Saesneg	Gwranddo/Siarad: <b>Lefel 4</b> Darllen: <b>Lefel 4</b> Ysgrifennu <b>Lefel 4</b>	Rhaid ennill y sgiliau iaith Saesneg a nodir o fewn dwy flynedd i'r penodiad.
Sgiliau ymarferol a phersonol	<p><b>Darparu Gwasanaethau</b></p> <ul style="list-style-type: none"> <li>Dealltwriaeth dda o ddeddfwriaeth a rheoleiddio fel y maent yn berthnasol i Ddeddf Gwasanaethau Cymdeithasol a Llesiant Cymru a Deddf Rheoleiddio ac Arolygu Gofal Cymdeithasol Cymru.</li> <li>Dealltwriaeth dda o fframwaith arferion Arwyddion Diogelwch a sut mae'n cael ei ddefnyddio'n ymarferol</li> <li>Tystiolaeth o ddatblygiad llwyddiannus gweithdrefnau mewn meysydd cyfrifoldeb penodol sy'n arwain at ddarparu gwasanaeth o ansawdd uchel</li> <li>Dealltwriaeth dda o brosesau rheoli perfformiad a chynllunio busnes i ysgogi gwelliant parhaus mewn perfformiad</li> <li>Ymrwymiad i ffyrdd corfforaethol o weithio ar draws y model Llesiant Gydol Oes</li> <li>Dealltwriaeth dda o'r holl godau ymddygiad a chodau arferion proffesiynol perthnasol, a chydymffurfiaeth â nhw</li> </ul> <p><b>Rheoli Adnoddau</b></p> <ul style="list-style-type: none"> <li>Profiad o reoli adnoddau ariannol yn unol â pholisïau, blaenoriaethau y cytunwyd arnynt ac o fewn y fframwaith ffurfiol o safonau cost ac ansawdd</li> <li>Hanes llwyddiannus o arwain, rheoli a gwella timau yn barhaus</li> </ul> <p><b>Gweithio mewn Partneriaeth</b></p> <ul style="list-style-type: none"> <li>Tystiolaeth o weithio llwyddiannus gyda rhanddeiliaid mewnol ac allanol gan arwain at ddarparu gwasanaeth o ansawdd uchel</li> </ul> <p><b>Effeithiolrwydd Personol</b></p> <ul style="list-style-type: none"> <li>Sgiliau trefnu rhagorol, y gallu i flaenoriaethu gwaith ac eglurder gwneud penderfyniadau, gan gynnwys rhesymu</li> <li>Sgiliau rheoli ac arwain effeithiol gyda'r gallu i feddwl, yn greadigol ac yn arloesol ac i roi syniadau ar waith yn effeithiol wrth ddangos bod yn agored i syniadau newydd</li> <li>Ymrwymiad i egwyddorion ac arferion gofal cwsmeriaid, gan sicrhau rhagoriaeth wrth ddarparu gwasanaethau a chydabod ei effaith ar y rheini sy'n defnyddio'r gwasanaeth</li> <li>Lefel uchel o sgiliau digidol/TG a sgiliau cyfathrebu rhagorol, yn ysgrifenedig ac ar lafar</li> <li>Y gallu i weithio dan bwysau i derfynau amser tynn</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ymrwymiad clir i gynnal egwyddorion cydraddoldeb ac amrywiaeth</li> <li>• Rhaid meddu ar drwydded yrru lawn</li> <li>• Deall yr hyblygrwydd sydd ei angen yn y rôl o ganlyniad i anghenion y gwasanaeth ac, o ganlyniad, y gallai'r rôl gynnwys gweithio gyda'r nos ac ar benwythnosau</li> </ul>
Profiad Angenrheidiol	<ul style="list-style-type: none"> <li>• Ieaf 5 mlynedd o brofiad yn y sector gofal cymdeithasol.</li> <li>• Profiad o rôl reoli mewn tîm/swyddogaeth berthnasol a gallu dangos cyflawniad wrth ddylanwadu ar berfformiad llwyddiannus a/neu welliant</li> <li>• Profiad Rheoli Newid wrth ddatblygu a defnyddio modelau gwasanaeth newydd o fewn lleoliad Gofal Cymdeithasol</li> </ul>
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	
Dymunol	
Cymwysterau / Hyfforddiant	
Sgiliau Ymarferol / Personol	<ul style="list-style-type: none"> <li>• Profiad o gyflwyno proses Rheoli Newid lwyddiannus</li> <li>• Profiad o weithio mewn lleoliad amlddisgyblaethol</li> <li>• Y gallu i weithio'n effeithiol gartref, gan gynnwys cyflymder band eang dibynadwy o ansawdd da</li> </ul>

## Job Description

Post Name	Team Manager – Specialised Disability Services
Service	Porth Gofal – Direct Services
Grade	Grade 12
Spinal Point/s	35-37
Salary	£43,421 - £45,411
Job Purpose	<ul style="list-style-type: none"> <li>• To develop and run a portfolio of specialised care and support services across Ceredigion, with a significant focus on Learning Disabilities and conditions affecting older adults.</li> <li>• The service will include person centred outreach support within the community and providing Short-Term Care (respite) services</li> <li>• There will also be a requirement to provide in-reach support into other care and support services within the County.</li> <li>• Working closely with health, social care and wider partner agencies to implement an enabling first model, which ensures all service users receive quality person-centred care.</li> <li>• To provide a key link with Corporate Managers and work with other Team Managers in ensuring that teams are managed consistently to meet corporate and service objectives and that these are effectively co-ordinated and implemented across the Service's areas of operation</li> <li>• Whilst Team Managers have specific responsibility to manage a team and/or function, they have a corporate responsibility to ensure that their service activities and actions are consistently managed to support Council objectives and standards</li> <li>• To work creatively and collaboratively to achieve the highest possible standards of performance in Ceredigion County Council's Through Age Wellbeing model</li> <li>• To deputise for Corporate Managers, when required, at corporate, regional and national level</li> </ul>
Location	Penmorfa
Hours of Work	37 hours per week
Type of Contract	Full time
Contract Duration	Permanent
Line Managers Job Title	Corporate Manager – Direct Services
Supervisory/Managerial Responsibilities	<p>Develops, leads, supervises and manages:</p> <ul style="list-style-type: none"> <li>• Five Co-ordinator roles and supporting team(s) covering <ul style="list-style-type: none"> <li>- Community Employment &amp; Volunteering</li> <li>- Complex Eligible Needs &amp; PMLD (incl Transition and Camu 'Mlaen)</li> <li>- Intermediate Eligible Needs</li> <li>- Therapies, positive behaviour, and trauma informed practice</li> <li>- Dementia, Digital &amp; Wellbeing</li> </ul> </li> </ul>
Accountability	
Contractual Terms Associated with the Post	

## Duties and Responsibilities

### **Managerial**

- To work under the direction of the Corporate Manager to develop service proposals and implement them within the business plans for the team
- To effectively manage staff within the Specialised Disability Services team
- To ensure that a citizen and outcomes focused culture is promoted at all times
- To promote a person-centred approach at all times by ensuring the implementation of the Signs of Safety and Wellbeing model in practice
- To assist in the preparation and monitoring of budgets for the teams to ensure effective and efficient service delivery that provides the required outcomes for citizens
- To provide professional advice and support internally and externally as appropriate and identify options for action
- To work with and support Corporate Managers in providing the necessary advice and support in specific areas of expertise to formulate and implement relevant and effective policies and individual support plans.
- To maintain and promote close working relationships with internal and external stakeholders, and colleagues to achieve maximum benefits for the Council and residents of Ceredigion.
- To represent the view of the service on issues affecting the delivery of the Through Age Wellbeing model to internal and external bodies under senior management guidance
- To act as adviser on specific area of expertise, as required, internally and with various partnerships and external agencies

### **Quality and performance management**

- To ensure that the needs of those accessing our services are fully understood and accommodated in the development, delivery, promotion and improvement of services.
- To ensure that services are managed and delivered in a co-ordinated way and in compliance with agreed policies and standards.
- To assist the Corporate Managers and Corporate Lead Officers in ensuring that policies and procedures are updated to reflect current legislation and best practice.
- To regularly monitor, evaluate and report on team performance against statutory and non-statutory service plans, business plans and performance indicators.
- To ensure that regular reflective supervision of staff takes place, as required, within agreed timescales
- Assist in identifying, procuring and deploying resources for the team and service to meet its objectives
- To assist in identifying and pursuing sources of appropriate external funding and alternative sources/models of service delivery, e.g., through partnership working to deliver Council services.
- Assist the Corporate Manager in maintaining an awareness of national and local practices in service delivery, in order to develop innovative solutions in the way services are delivered to ensure continuous performance improvement
- To support Corporate Manager in investigating and managing complaints in line with the Council's policies and procedures
- To ensure high standards of quality and performance of all staff within the team and service, acknowledge good performance and tackle poor performance positively and effectively.
- To implement and manage a robust and effective quality assurance processes
- To provide the Corporate Manager with an overview of team strengths and risks, including compliments, comments and complaints.
- To work with other Team Managers to deliver effective and efficient Council services
- To comply with all relevant codes of conduct, codes of professional practice and sector specific legislation
- To assist the Corporate Manager to quickly and flexibly react to the needs of the Council, its customers and partners
- Promote equality of opportunity in the delivery of services and employment practices so that the Council meets its moral and legal obligations as an equal opportunity employer
- To undertake any other duties commensurate with the level and expectation of the post, including emergency planning; response management and coordination; risk management; and safeguarding.

## Communication

- To review existing methods of communication with staff to ensure that these are effective and encourage two-way feedback.
- To promote a culture of strong internal and external communication so that the services we develop are delivered in collaboration with citizens, stakeholders and staff
- To assist the Corporate Manager in maintaining effective liaison with Senior Managers, and where appropriate, provide comprehensive information and advice in order that necessary issues are referred to Senior Managers or Elected Members for decision in a timely manner

## Functional

- To lead on the transformation and managing change for this service area, ensuring a clear service user and carer engagement plan.
- To support and participate in the development and implementation of pathways to support individuals living with a Learning Disability to maximise of their opportunities in living as independently as possible. Thus including, employability skills and work opportunities.
- To support and participate in the development and implementation of person-centred opportunities for individuals living with dementia and wider older age conditions in their independence.
- To support and participate in the development and implementation of regional programs and projects in collaboration with partners e.g., health and 3<sup>rd</sup> sector.
- To have overall oversight on facility management and resources within the service area.
- To lead on the Positive Behavioural Support (PBS) across Direct Services and the wider TAW model where necessary.
- To support and participate in, when required, an out of hours duty facility across Residential Care provision and be required to provide on call evenings, weekends, and bank holidays as part of a 7-day service 52 weeks a year provision.
- To acknowledge & support professional and regulatory requirements and best practice in Provider Services including settings registered with CIW and contribute to the development and implementation of appropriate compliance standards.
- To support the process of managing resources to implement and measure adherence to good Infection, Prevention and Control (IP&C) practice, principles and controls, training and monitoring, inclusive of Personal Protective Equipment (PPE).
- To support the Team Manager – Residential Care Services and their team of Registered Managers in managing the immediate and emergency support needs of new referrals and changes in service user situations as these arise.
- Ensuring the service is responsive and proactive in identifying and mitigating risks, and supporting our residents' positive risk-taking and independence where it has been determined this is appropriate.
- To contribute to provider performance meetings, escalations and management support meetings with Social Care, safeguarding, QA, Health and CIW to provide information, and advise in line with RISCA and support implementation of improvement action plans.
- To step into the role of the Registered Team Manager – Residential Care if required in an emergency.
- To direct, develop and implement projects to deliver continuous improvements in delivery and practice and cultural change, in line with planned developments arising from the Social Services and Wellbeing Act, RISCA, and the Council's Through Age and Wellbeing Integrated Service Model.
- To design, develop, implement and analyse performance to provide qualitative and quantitative reports of the service to submit an Annual Report and Service User Feedback Report to the Responsible Individual and Care Inspectorate Wales (CIW)
- To act a point of contact for potential conflict, concerns, complaints or address behaviours that challenge, in regards of service users, families, staff and other professionals to mediate solution focused resolution, mitigation or escalation as appropriate.

Job Evaluation Post Ref

JD 1566-01



## Person Specification

Essential		
Academic / Professional / Technical / Vocational Qualifications	<ul style="list-style-type: none"> <li>Educated to degree level in a relevant subject, e.g., degree in Health and Social Care (or equivalent associated Health qualification), QCF Level 5/Diploma in Health and Social Care</li> <li>Current registration with Social Care Wales</li> <li>Signs of Safety Advanced training (or a commitment to undertake the training within the next 12 months)</li> <li>Evidence of Continued Professional Development</li> <li>A recognised management qualification (or a commitment to achieve a recognised management qualification within 2 yrs)</li> </ul>	
Welsh Linguistic Skills	Listening/Speaking: <b>Level 4</b> Reading: <b>Level 3</b> Writing <b>Level 3</b>	The Welsh linguistic skills noted must be attained within two years of appointment.
English Linguistic Skills	Listening/Speaking: <b>Level 4</b> Reading: <b>Level 4</b> Writing <b>Level 4</b>	The English linguistic skills noted must be attained within two years of appointment.
Practical and personal skills	<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>A good understanding of legislation and regulation as it relates to the Social Services and Wellbeing Wales Act and the Regulation and Inspection of Social Care Wales Act.</li> <li>A good understanding of the Signs of Safety practice framework and how it is applied in practice</li> <li>Evidence of successful development of procedures in areas of specific responsibility that result in high quality service delivery</li> <li>A good understanding of performance management and business planning processes to drive continuous performance improvement</li> <li>A commitment to corporate ways of working across the Through Age Wellbeing model</li> <li>A good understanding of, and compliance with, all relevant codes of conduct and codes of professional practice</li> </ul> <p><b>Resource Management</b></p> <ul style="list-style-type: none"> <li>Experience of managing financial resources in accordance with agreed policies, priorities and within the formal framework of cost and quality standards</li> <li>Track record of successfully leading, managing and continuously improving teams</li> </ul> <p><b>Partnership Working</b></p> <ul style="list-style-type: none"> <li>Evidence of successful working with internal and external stakeholders resulting in high quality service delivery</li> </ul> <p><b>Personal Effectiveness</b></p> <ul style="list-style-type: none"> <li>Excellent organisational skills, the ability to prioritise work and clarity of decision making, including reasoning</li> <li>Effective management and leadership skills with the ability to think, creatively and innovatively and to put ideas into effective action whilst demonstrating openness to new ideas</li> <li>Commitment to the principles and practices of customer care, ensuring excellence in service delivery and recognition of its impact on the those accessing the service</li> <li>High level of digital/IT skills and excellent communication skills, both written and verbal</li> <li>Ability to work under pressure to tight deadlines</li> </ul>	

	<ul style="list-style-type: none"> <li>• Clear commitment to uphold the principles of equality and diversity</li> <li>• Must hold a full driving licence</li> <li>• Understand the flexibility required in the role as a result of the needs of the service and that, as a result, the role may include evening and weekend working</li> </ul>
Required Experience	<ul style="list-style-type: none"> <li>• Minimum of 5 years' experience in the social care sector.</li> <li>• Experience of a management role in a relevant team/function and be able to demonstrate achievement in influencing successful performance and/or improvement</li> <li>• Change Management experience in the development &amp; deployment of new service models within a Social Care setting</li> </ul>
Training/education required to be undertaken for the post/worked towards	
Desirable	
Qualifications / Training	
Practical / Personal Skills	<ul style="list-style-type: none"> <li>• Experience of delivering a successful Managing Change process</li> <li>• Experience of working in a multi-disciplinary setting</li> <li>• The ability to work effectively from home, including good quality reliable broadband speed</li> </ul>