Disgrifiad Swydd

Teitl y Swydd	Gweithiwr Cymorth a Gofal Lefel 3
Gwasanaeth	Porth Gofal
Graddfa	7
Cyfeirnod at ddibenion Gwerthuso'r Swydd	JD 1554-01
Cyflog	£27,711 - £29,572 pro rata
Pwrpas y Swydd	Gweithio ym Model Gwasanaethau Integredig Gydol Oes a Llesiant i gynorthwyo â'r gwaith o gynllunio, cefnogi, goruchwylio a gwneud gweithgareddau penodol a gwaith arall gydag oedolion a'u teuluoedd. Mae'r rôl hon yn golygu rhoi gofal personol i oedolion pan nodir hynny yng nghynllun Gofal a Chymorth defnyddwyr y gwasanaeth. Bod yn ymatebol ac yn hyblyg i anghenion y Model Gwasanaethau Integredig Gydol Oes a Llesiant gan gynnwys datblygu a chynnal ataliadau ac ymyriadau sy'n sicrhau canlyniadau da ac a fydd yn cynyddu diogelwch a gwydnwch defnyddwyr gwasanaethau. Bydd y rôl hon yn gweithio yn y Gwasanaethau Uniongyrchol sy'n cynnwys Gofal Preswyl a, phan nodir hynny, y gefnogaeth a'r ddarpariaeth gymunedol ehangach. Bydd y rôl yn rhoi gofal a chymorth i bobl sydd ag ystod o anableddau, pobl sy'n fregus a rhai sydd ag anghenion asesedig hirdymor, sef pobl sydd felly angen ystod o leoliadau parhaol, tymor byr a seibiant mewn lleoliad preswyl. Gallai hyn gynnwys defnyddwyr gwasanaeth sy'n byw â dementia. Bydd y rôl yn cynorthwyo oedolion i ddatblygu a gwneud gweithgareddau bywyd bob dydd, gan roi cefnogaeth sy'n canolbwyntio ar yr unigolyn. Ar adegau, pan fydd angen hynny, bydd gofyn i chi weithio mewn Tîm neu leoliad arall yn y Model Gwasanaethau Integredig Gydol Oes a Llesiant.
Lleoliad	Cartrefi Gofal Preswyl Hafan y Waun, Aberystwyth
Oriau Gwaith	24
Math o Gytundeb	Rhan Amser
Hyd y Cytundeb	Parhaol
Teitl swydd eich Rheolwr Llinell	Rheolwr / Rheolwr Cynorthwyol
Cyfrifoldebau Goruchwylio / Rheoli	Goruchwylio hyd at 8 o Weithwyr Cymorth / prentisiaid. Gorchwylio gwirfoddolwyr neu bobl ar leoliad gwaith.
Atebolrwydd	Yn gyfrifol am: • Offer TGCh e.e. llechen/tabled, ffôn symudol ac/neu liniadur. • Cyflenwadau ac offer sy'n berthnasol i'r rôl megis cynnyrch gofal personol.

Telerau Cytundebol sy'n Gysylltiedig â'r Swydd	• Mae diogelu oedolion sy'n gwynebu risg yn flaenoriaethau allweddol i ni. Ein nod yw cefnogi oedolion sy'n gwynebu risg er mwyn sicrhau eu bod mor ddiogel â phosibl. Rydym ni yn cydnabod bod oedolion sy'n gwynebu risg a'r hawl i gael eu hamddiffyn a byddwn yn cymryd camau i ddiogelu'u lles. Disgwylir i bob aelod staff a gwirfoddolwr rannu'r ymrwymiad hwn a byddwn yn gofyn am Wiriad Manylach y Gwasanaeth Datgelu a Gwahardd (DBS), sef y CRB gynt. • Wedi cofrestru â Gofal Cymdeithasol Cymru. • Gall uwch reolwyr eich cyfarwyddo i weithio yn unrhyw un o Gartrefi Gofal Preswyl yr Awdurdod Lleol ar fyr rybudd os oes problem gwasanaeth diogel.
Trosolwg ar y Model Gwasanaethau Integredig Gydol Oes a Llesiant	Mae Model Gwasanaethau Integredig Gydol Oes a Llesiant Ceredigion yn ffordd newydd o ddiwallu anghenion pobl drwy sicrhau bod y bobl iawn yn eu lle i wneud y penderfyniadau iawn ar yr adeg iawn. Bydd y Model Gwasanaethau Integredig Gydol Oes a Llesiant: • yn fan cyswllt cyntaf ar gyfer preswylwyr a phartneriaid allweddol • yn llunio ac yn darparu pecynnau atal ac ymyrraeth gynnar pwrpasol i ddiwallu anghenion unigolion • yn penderfynu ar y gwasanaethau mwyaf priodol i roi gofal a chymorth ar waith yn brydlon • yn monitro ac yn gwerthuso effaith y cymorth.

wyddau a Chyfrifoldebau

Dyletswyddau gofalu a chynorthwyo

- Fel Gweithiwr Cymorth a Gofal (lefel 3), byddwch yn gyfrifol am sicrhau bod y gwasanaethau a ddarperir yn parhau i gydymffurfio'n llawn â Deddf Rheoleiddio ac Arolygu Gofal Cymdeithasol (Cymru) 2016 a'r rheoliadau cysylltiedig.
- Bod y swyddog sy'n gyfrifol pan fo'r Rheolwr/Dirprwy Reolwr yn absennol.
- Rhoi meddyginiaeth ar bresgripsiwn i ddefnyddwyr gwasanaeth, gan gynnwys cyffuriau rheoledig, a chynorthwyo i reoli system effeithiol ar gyfer rheoli a rhoi meddyginiaeth yn ddiogel yn unol â pholisi a gweithdrefnau rhanbarthol a mewnol.
- Cyflawni dyletswyddau fel y nodir mewn cynlluniau gofal a chymorth, bydd hyn yn cynnwys gweithio gyda defnyddwyr gwasanaeth sydd ag anghenion cymhleth neu ddwys.
- Cynorthwyo i asesu defnyddwyr gwasanaeth gan gynnwys y rheiny sydd ag anghenion cymhleth neu ddwys er mwyn llunio cynlluniau gofal a chymorth.
- Cynnal rhaglenni gwaith penodol yn uniongyrchol ac yn rhithwir gydag oedolion a hynny un-i-un neu mewn grŵp, gan weithio ochr yn ochr â gweithwyr proffesiynol ac asiantaethau eraill i gefnogi cynlluniau gofal a chymorth unigol.
- Cynorthwyo gyda datblygiad, darpariaeth, rhaglenni a phrosiectau'r gwasanaeth drwy ddatblygu a chynnal sesiynau/cefnogaeth benodol i ddefnyddwyr gwasanaeth sydd ag anghenion cymhleth a dwys.
- Trefnu dysgu a hyfforddiant sy'n seiliedig ar sgiliau gan gynnwys gwiriadau cymhwysedd rheolaidd ar gyfer meysydd a nodwyd ym mhecyn hyfforddi'r Cartref Gofal gyda staff ar Lefel 2, 1 a, lle bo'n briodol, aelodau eraill o staff y cartref.
- Bod yn gyfrifol fel Gweithiwr Cymorth a Gofal (Lefel 3) am sicrhau gweithredu systemau gweithio diogel a sefydledig a sicrhau y cedwir at y systemau hyn o ddydd i ddydd er mwyn galluogi'r gwasanaeth i fodloni gofynion RIDDOR, COSHH, codi a chario, cymorth cyntaf a meddyginiaeth.
- Ymateb i unrhyw sefyllfaoedd brys drwy gymryd y camau priodol e.e. cysylltu â meddyg, gwasanaeth ambiwlans, gwasanaeth tân, gwasanaeth heddlu ac ati.
- Bod yn gyfrifol am drin yn ddiogel eiddo ac offer sy'n perthyn i'r defnyddiwr gwasanaeth.
- Meithrin perthynas waith effeithiol gyda defnyddwyr gwasanaeth, a chyfathrebu'n dda â nhw.
- Adnabod a rheoli risgiau yn y byrdymor a'r tymor canolig i sicrhau bod defnyddwyr y gwasanaeth yn ddiogel a nodi risgiau y mae'n rhaid eu huwchgyfeirio i'r gweithiwr proffesiynol.

- Bod yn gyfrifol am gynnal gwaith ymyriadau ac atal, gan gynnwys achosion cymhleth, a fydd yn cefnogi unigolion â'u lles meddyliol, cymdeithasol a chorfforol a cheisio gwella eu canlyniadau tymor hir.
- Gweithio mewn partneriaeth ag unigolion, eu teuluoedd ac asiantaethau eraill mewn ffordd sy'n gyson ac yn rhagweithiol, gan ddefnyddio dull arwyddion diogelwch sy'n seiliedig ar gryfderau wrth gynllunio a chytuno ar gynlluniau gofal a chymorth i ddefnyddwyr gwasanaeth, gan gynnwys amgylchiadau pan fo'r berthynas yn anodd.
- Rhoi gofal personol yn unol â'r cynllun gofal a chymorth ac yn cynnwys y technegau codi a chario cywir.
- Defnyddio technegau Rheoli Ymddygiad Cadarnhaol neu Team Teach yn ôl cyfarwyddiadau'r cynllun gofal a chymorth.
- Rhoi datganiad tyst ar gyfer achos cyfreithiol petai angen.
- Diweddaru systemau cofnodi yn ôl y galw i gadw cofnod o'ch gwaith.
- Gweithio yn ystod y dydd a'r nos ar rota dreigl. Bydd disgwyl i staff nos weithio yn ystod y dydd ar adegau i gyflenwi, hyfforddi neu oruchwylio. Bydd gofyn i staff dydd gyflenwi shifft nos fel rhan o hyfforddiant neu i gyflenwi.
- Gwneud unrhyw ddyletswyddau eraill sy'n gymesur â lefel a disgwyliad y swydd, gan gynnwys pan fydd angen gweithio mewn Tîm ac/neu leoliad arall.

Sicrhau Ansawdd

- Cefnogi gwerthuso bodlonrwydd defnyddwyr gwasanaeth gyda'r gwasanaeth a chyfrannu at y monitro gofynnol i Sicrhau Ansawdd.
- Rhoi gwybod i'r Tîm Rheoli am bob cwyn a chanmoliaeth.
- Trafod ac eirioli dros ddefnyddwyr gwasanaeth, teuluoedd ac eraill, yn ogystal â gyda nhw.
- Cynorthwyo a chymryd rhan mewn cyfarfodydd defnyddwyr gwasanaeth rheolaidd.
- Cadw cofnodion priodol yn unol â gofynion y Cyngor neu'r Gwasanaeth a darparu data pan fo hynny'n berthnasol.
- Goruchwylio ac arwain y tîm pan ydych ar shifft. Rhoi arweiniad clir i staff yn eu rôl, gan amlinellu eu cyfrifoldebau a thasgau ar gyfer y sifft honno.

Cyfrifoldebau Cyffredinol

- Hyrwyddo'r Gymraeg a dewis iaith defnyddwyr gwasanaeth yn ôl gofynion safonau'r Gymraeg a fframwaith Mwy na Geiriau.
- Hyrwyddo cyfle cyfartal wrth ddarparu gwasanaethau.
- Gweithio fel tîm a deall eich rôl a'ch cyfrifoldebau chi ynddo.
- Sicrhau bod y cartref bob amser yn ddiogel wrth arwain sifft.
- Bod yr unigolyn penodedig sy'n trosglwyddo o un sifft i'r llall yn unol â phrotocol trosglwyddo.
- Bod yn gyswllt ar gyfer ymwelwyr a gweithwyr iechyd proffesiynol sy'n ymweld â'r cartref pan ydych ar sifft.
- Cadw gwybodaeth sy'n ymwneud â defnyddwyr gwasanaeth, ymwelwyr a staff yn gyfrinachol.
- Rhoi cyngor i'r Rheolwr / Rheolwr Cynorthwyol ynghylch unrhyw waith atgyweirio a chynnal a chadw sydd ei angen.
- Sicrhau bod yr holl gofnodion Iechyd a Diogelwch a goruchwylio gofynnol yn cael eu cwblhau yn unol â pholisïau a systemau perthnasol.
- Hyrwyddo a pharchu hawliau defnyddwyr gwasanaeth i breifatrwydd, urddas a dewis.
- Hebrwng defnyddwyr gwasanaeth yn allanol er mwyn iddynt gadw cysylltiadau cymunedol.
- Datblygu gwaith partneriaeth effeithiol gyda chydweithwyr mewnol ac allanol ac asiantaethau eraill.
- Cadw at ddeddfwriaeth a chanllawiau statudol perthnasol, polisïau a gweithdrefnau mewnol mewn perthynas â materion proffesiynol a gweinyddol.
- Bod yn ymwybodol a gwybod am Strategaethau Cenedlaethol a Lleol perthnasol gan gynnwys y Strategaeth Integredig Gydol Oes a Lles.
- Mynychu cyfarfodydd tîm, sesiynau goruchwylio a chyrsiau hyfforddiant pan fydd yn briodol ac yn unol â chyfarwyddyd y Rheolwr Llinell, ar gyfer datblygiad personol a phroffesiynol.

Manyleb y Person

Hanfodol		
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	• Fframwaith Sefydlu Cymru Gyfan (AWIF) neu gyfwerth neu barodrwydd i'w gwblhau. **ac** • Iechyd a Gofal Cymdeithasol Lefel 3 QCF/NVQ/City & Guilds: Ymarfer (Oedolion) neu barodrwydd i'w gwblhau o fewn 2 flynedd. **ac** • Tystiolaeth o Ddatblygiad Proffesiynol Parhaus.	
Sgiliau Ieithyddol Cymraeg	Gwrando/Siarad: **Lefel 3** Darllen: **Lefel 2** Ysgrifennu: **Lefel 2**	Rhaid meddu ar y sgiliau ieithyddol Cymraeg a nodir o fewn dwy flynedd i benodiad
Sgiliau Ieithyddol Saesneg	Gwrando/Siarad: **Lefel 5** Darllen: **Lefel 5** Ysgrifennu: **Lefel 5**	Rhaid meddu ar y sgiliau ieithyddol Saesneg a nodir ar benodiad.
Sgiliau Ymarferol / Personol gofynnol	• Angen sgiliau rhyngbersonol rhagorol, gyda'r gallu i ymgysylltu'n effeithiol â phlant, pobl ifanc, oedolion a'u teuluoedd. • Profiad o gefnogi unigolion gyda'u hanghenion gofal personol ynghyd â phrofiad o ofynion codi a chario. • Gallu ffurfio perthynas weithio adeiladol gyda chydweithwyr, cymunedau a rhwydweithiau eraill. • Gallu cyfathrebu'n glir ac yn effeithiol gydag oedolion a phlant, gan ddangos sgiliau ysgrifenedig a llafar yn y Gymraeg neu'r Saesneg. • Gallu gweithio'n adeiladol fel rhan o dîm ac ar eich liwt eich hun. • Gallu cefnogi defnyddwyr y gwasanaeth a allai fod yn bryderus ac yn ofidus ar adegau gan gynnwys achosion cymhleth. • Gweithio mewn ffordd gynhwysol er mwyn hyrwyddo cydraddoldeb a chefnogi unigolion i gyflawni eu potensial. • Gwerthfawrogi ffordd o weithio sy'n canolbwyntio ar yr unigolyn a gallu gweithio yn y ffordd honno. • Bod ag ymwybyddiaeth o faterion diwylliannol ac ieithyddol. • Sgiliau TG ar draws amrywiaeth o systemau ac offer, e.e. cronfa ddata cleientiaid gofal cymdeithasol, e-bost, rhaglenni dysgu ar y rhyngrwyd a rhaglenni Microsoft. • Gallu cyfathrebu'n effeithiol yn ysgrifenedig ac yn llafar; wyneb yn wyneb a thrwy ddefnyddio technoleg o bell. • Gallu rheoli eich amser eich hun, a blaenoriaethu llwythi gwaith a gweithio fel aelod o dîm. • Gallu gweithio'n hyblyg o dan bwysau ac er lles y person sy'n cael ei asesu, boed hwnnw'n ddefnyddiwr gwasanaeth neu'n ofalwr. • Gallu cefnogi defnyddwyr gwasanaeth i gymryd rhan mewn gweithgareddau i hyrwyddo lles corfforol a meddyliol, gall hyn gynnwys gweithgareddau yn yr awyr agored.	
Profiad gofynnol	• O leiaf 3 blynedd o brofiad o weithio gydag unigolion agored i niwed. • Gallu llunio cofnodion ac adroddiadau cywir a deall pwysigrwydd cadw mewn cysylltiad â'r rheolwr llinell bob amser. • Deall y rolau a'r cyfrifoldebau mewn amgylcheddau a disgyblaethau proffesiynol gwahanol. • Asesu unrhyw risg mewn sefyllfa a risgiau i'r tymor canolig a sicrhau bod unigolion sydd yn eich gofal bob amser yn ddiogel. • Gwybodaeth am anghenion teuluoedd, plant ac/neu oedolion sy'n agored i niwed.	

Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/gweithio tuag atynt ar gyfer y swydd	Bydd yn rhaid i chi wneud y cyrsiau e-ddysgu gorfodol canlynol: **Diogelu Plant ac Oedolion mewn perygl – Lefel 1** **Trais yn erbyn Menywod, Cam-drin Domestig a Thrais Rhywiol (VAWDASV)** **Chwythu'r chwiban** **Deddf Llesiant Cenedlaethau'r Dyfodol** **Cydraddoldeb ac Amrywiaeth** **Diogelu data** **Ymwybyddiaeth o'r Gymraeg** **Iechyd a Diogelwch** **Diogelwch Gwybodaeth** Yn ogystal â'r uchod, bydd gofyn i chi wneud hyfforddiant perthnasol arall megis: Modiwl Diogelu Codi a chario Rhoi Meddyginiaeth Diogelwch Tân a Gadael mewn Argyfwng Rheoli sefyllfaoedd heriol Team Teach ac/neu Reoli Ymddygiad Cadarnhaol FITS mewn ymarfer a hyfforddiant ychwanegol ar Ddementia Hyfforddiant ymlyniad Gwaith Uniongyrchol mewn grwpiau neu 1-1 Ymwybyddiaeth gyffredinol o Ddeddf Gwasanaethau Cymdeithasol a Lles (SSWB) 2014 Arwyddion Diogelwch a Lles Cymorth Cyntaf Hyfforddiant SALT Fframwaith Sefydlu Cymru Gyfan (AWIF) ILM Rheolwr Llinell 1af (neu gyfatebol) Bydd rhaid i chi wneud o leiaf 90 awr o hyfforddiant dros gyfnod o 3 blynedd. Trafodir y gofynion hyfforddiant mewn sesiynau Goruchwylio.

Dymunol	
Cymwysterau / Hyfforddiant	• Parodrwydd i gwblhau Cymhwyster Rheoli Lefel 4 o fewn cyfnod o 5 mlynedd.
Sgiliau Ymarferol / Personol	Mae'n ddymunol i ymgeiswyr gael y canlynol: • Iechyd a Gofal Cymdeithasol Lefel 3 QCF/NVQ/City & Guilds: Ymarfer (Oedolion) • Profiad yn rheoli neu'n goruchwylio. • Hyderus eich bod yn gallu gweithio gydag unigolion a grwpiau. • Gwybodaeth a dealltwriaeth o gyflyrau cynyddol e.e. dementia, clefyd Parkinson ac ati. • Deall sut i gynnal a chefnogi llesiant unigolyn. • Gallu llunio cofnodion achos byr a chryno am unrhyw gamau gweithredu a wnaed a chofnodi'r canlyniadau. • Gallu cyfrannu ar lafar ac yn ysgrifenedig at asesiadau ac adolygiadau. • Dealltwriaeth o ddadansoddi ac adfyfyrio yn eich gwaith. • Profiad o gefnogi oedolion a theuluoedd sydd ag anghenion ychwanegol ac/neu gymhleth gyda pholisïau a gweithdrefnau yn ymwneud â diogelu, iechyd, diogelwch eiddo a diogelwch personol, cyfrinachedd a diogelu data.

Job Description

Post Name	Care & Support Worker Level 3
Service	Porth Gofal
Grade	7
Job Evaluation Post Ref	JD 1554-01
Salary	£27,711 - £29,572 pro rata
Job Purpose	To work in the Through Age and Wellbeing Integrated Services Model to assist in planning, supporting, supervising and undertaking specific activities and other work with adults and their families. This role includes undertaking personal care for adults where this is indicated on the service users Care and Support plan. To be responsive and flexible to the needs of the Through Age and Wellbeing Integrated Services Model including developing and running preventions & interventions that promote good outcomes and that will increase the safety and resilience of service users. This role will work in the Direct Services which includes Residential Care provision and when identified the wider community support and provision. The role will provide care and support service for people with a range of disabilities and those who are frail with long term assessed needs who require a range of permanent, short term and respite placements within a residential setting. This could include residents living with dementia. The role will provide person centred support to adults, to develop and maintain activities of daily living. On occasions where there is a need you will be required to work in another Team or location within the Through Age and Wellbeing Integrated Services Model.
Location	Hafan y Waun Residential Care Home, Aberystwyth
Hours of Work	24
Type of Contract	Part time
Contract Duration	Permanent
Line Managers Job Title	Assistant / Registered Manager
Supervisory/Managerial Responsibilities	To supervise up to 8 Support Workers / apprentices. To supervise volunteers or work placements on a regular basis.
Accountability	Responsible for: • I.C.T. equipment e.g. tablet, mobile phone and/or a laptop. • Supplies and equipment relevant to the role such as personal care products.
Contractual Terms Associated with the Post	• Safeguarding adults at risk is a key priority for us. We aim to support adults at risk to ensure they are as safe as they can possibly be. We acknowledge that adults at risk have a right to protection and will take action to safeguard their welfare. Each member of staff and volunteer is expected to share this commitment, and we will require an Enhanced Check by the Disclosure and Barring Service (DBS). • Registration with Social Care Wales

	• Senior management may direct you to work in any of the Local Authority Residential Care Homes at short notice if there is a safe service issue
Overview of the Through Age and Wellbeing Integrated Services Model	The Through Age and Wellbeing Integrated Services Model is a new way of meeting people's needs by ensuring that the right people are in place to make the right decisions at the right time. The Through Age and Wellbeing Integrated Services Model will: • be the first point of contact for residents and key partners • design and deliver early prevention and intervention packages, bespoke to individuals' needs • decide upon the most appropriate services to deliver care and support in a time-related manner • monitor and evaluate the impact of support

Duties and Responsibilities

Care and support duties

- Accountable as Care and Support Worker (level 3) for ensuring that service delivery remains fully compliant with the Regulation and Inspection of Social Care (Wales) Act 2016 and associated regulations.
- Be the responsible officer in the absence of the Manager/Deputy Manager.
- Administer prescribed medication including controlled drugs to service user's and assist in the management of an effective system for the safe control and administration of medication in accordance with regional and internal policy and procedure.
- To carry out duties as identified in care and support plans, this will include working with service users who have complex or high needs.
- To assist in carrying out assessment of service users including those with complex or high needs to inform care and support plans.
- To develop and carry out specific programs of direct & virtual work with individuals on a 1-1 or family or group basis working alongside other professionals and agencies to support individual care and support plans.
- To assist with service developments, provisions, programmes and projects by undertaking developing and providing specific sessions/support for service users with complex of high needs.
- To facilitate learning and skills-based training including regular competency checks for identified areas set within the care home training pack with Level 2, 1 and where appropriate other members of staff within the home.
- Responsible as Care and Support Worker (Level 3) for ensuring that established and implemented safe working systems are adhered to on a day-to-day basis which will enable the service to meet requirements under RIDDOR, COSHH, manual handling, first aid and medication.
- To respond to any emergency situations by taking the appropriate action e.g. contacting a doctor, ambulance service, fire service, police service etc.
- To take responsibility for the safe handling of property and equipment belonging to the service user.
- To maintain good communication and develop effective working relationships with service user.
- To identify and manage short and medium term risk to ensure that service users are safe and to recognize risks that must be escalated to the appropriate professional.
- To be responsible for delivering preventions and interventions, including complex cases, that will support individuals with their mental, social and physical wellbeing and seeking to improve their long-term outcomes.
- To work in partnership with individuals, their families and other agencies in a consistent and proactive way, using a sign of safety strengths based approach including when relationships are difficult.
- Undertake personal care as directed by the care and support plan and including the correct manual handling techniques
- Use Positive Behavior Management or Team Teach techniques as directed by the care and support plan.
- To provide a witness statement for legal proceedings where necessary.
- To maintain up to date recording systems as required to document your work.

- To work a rolling rota of days or nights. Night staff will expected to work days on occasions for cover, training or supervision. Day staff will be asked to cover night shifts on occasions for cover or training.
- To undertake any other duties commensurate with the level and expectation of the post, including when required working in another Team and/ or location.

Quality Assurance

- To support with the evaluation of the service user's satisfaction with the service provided and contribute to the required Quality Assurance monitoring.
- To report all complaints and compliments to the Management Team.
- Advocate for and with service users, families and others.
- To facilitate and take part in regular service user meetings
- Maintain appropriate records in accordance with Council or Service requirements and the provision of data where relevant.
- To supervise and lead the team whilst on shift. Providing clear guidance to staff in their role, outlining their responsibilities and tasks for that shift.

General Responsibilities

- To actively promote the Welsh language and service user language preferences as required by the Welsh language standards and 'More than Words' framework.
- To promote equality of opportunity in the delivery of services.
- To work as a team and recognise your role and responsibilities within it.
- To ensure that the home is always secure whilst leading the shift.
- To be the identified individual for hand over from one shift to another in accordance with handover protocol.
- Be a contact for visitors and health professionals visiting the home whilst on shift.
- To Maintain confidentiality of information regarding service users, visitors and staff
- To advise the Manager / Assistant with respect to any repairs and maintenance required.
- To ensure that all required H&S and supervision records are completed in accordance with relevant policies and systems.
- To promote and respect service user's rights to privacy, dignity, and choice.
- To accompany the service users in maintaining community connections.
- Develop effective partnership working with internal and external colleagues and other agencies.
- Adhere to relevant statutory legislation and guidance, internal policies and procedures in relation to professional and administrative matters.
- To have knowledge and awareness of the relevant National and Local Strategies including the Through Age and Wellbeing Integrated Strategy.
- To attend team meetings, supervision sessions and training courses when appropriate and as directed by the Line Manager, for personal and professional development.

Person Specification

Essential		
Academic / Professional / Technical / Vocational Qualifications	• All Wales Induction Framework (AWIF) or equivalent or a willingness to complete. **and** • QCF/NVQ/City and Guilds Level 3 Health and Social Care: Practice (Adults) or the willingness to complete within 2 years. **and** • Evidence of Continued Professional Development	
Welsh Linguistic Skills	Listening/Speaking: **Level 3** Reading: **Level 2** Writing **Level 2**	The Welsh linguistic skills noted must be attained within two years of appointment
English Linguistic Skills	Listening/Speaking: **Level 5** Reading: **Level 5** Writing **Level 5**	The English linguistic skills noted must be attained on appointment.
Required practical and personal skills	• Excellent interpersonal skills required, with an ability to effectively engage with children, young people, adults and families. • Experience of supporting individuals with personal care needs along with manual handling requirements. • Ability to form constructive working relationships with colleagues, communities and other networks. • Ability to communicate clearly and effectively with both children and adults, evidencing good written and oral skills in Welsh or English. • Work constructively as part of a team and on own initiative. • Able to support service users who may be anxious and distressed at times including complex cases. • Work in an inclusive way to promote equality and support an individual to meet their potential. • An appreciation of and ability to work in a person centered way. • Have an awareness of cultural and language issues. • IT skills across a range of systems and tools, e.g. social care client database, e-mail, internet based learning programs and Microsoft applications. • Be effective in written and verbal communications; both face to face and using remote technology. • Be able to manage your own time and prioritise workloads and work as a member of a team • Be able to work flexibly when under pressure and in the best interest of the assessed person, be that service user or carer. • Able to support service users to engage in activities to promote physical and mental wellbeing, this may include but is not limited to outdoor activities.	
Required Experience	• A minimum 3 years' experience of working with vulnerable individuals. • Compile accurate records and reports and understand the importance of always keeping in touch with the line manager. • Understanding of roles and responsibilities within different environments and professional disciplines. • Assess situational and medium-term risk and ensure that individuals are safe at all times whilst in your care • Knowledge of the needs of vulnerable families and children and/or adults.	
Training/education required to be undertaken for the post/worked towards	You will be required to undertake the following mandatory e-learning courses: **Safeguarding Children & Adults at risk – Level 1**	

	Violence against Women, Domestic Abuse & Sexual Violence (VAWDASV) **Whistleblowing** **Well-being of Future Generations Act** **Equality & Diversity** **Data Protection** **Welsh Language Awareness** **Health & Safety** **Information Security** In addition to the above you will also be asked to do other relevant training such as: Safeguarding Module Manual Handling Administration of Medication Fire Safety and evacuation IP&C Managing challenging situations Team Teach and/ or Positive Behavior Management FITS into practice and additional agreed Dementia training. Attachment training Direct Work in groups or 1-1 SSWB Act 2014 – General awareness Signs of Safety and Well-being First Aid SALT Training All Wales Induction Framework (AWIF) ILM 1st Line Management (or equivalent) It will be a requirement that you must complete a minimum of 90 hours of training over a 3 year period. Training requirements will be included in Supervision sessions.

Desirable	
Qualifications / Training	• The willingness to complete the Level 4 Management Qualification within a 5-year period.
Practical / Personal Skills	It is desirable for candidates to have: • QCF/NVQ/City and Guilds Level 3 Health and Social Care: Practice (Adults) • To have supervisory or managerial experience. • Confident in being able to work with individuals and in a group setting • Knowledge of use of assistive technology, telecare, aids to daily living equipment • Understanding of conditions such as Dementia, Parkinson's etc. • Understanding of how to maintain and support and individuals' wellbeing. • Ability to compile brief and concise case recordings of any actions undertaken and record the outcomes. • Ability to contribute verbally and in written form to assessments and reviews. • Understanding of analysis and reflection in your work . • Experience of supporting adults and families with additional and/or complex needs with policies and procedures relating to safeguarding, health, safety and security, confidentiality, and data protection.