

Disgrifiad Swydd

Enw'r Swydd	Cydlynnydd - Gofal a Alluogir gan Dechnoleg a Gwasanaethau Synhwyrdd
Gwasanaeth	Porth Gofal
Graddfa	10
Pwynt/iau ar y Golofn Gyflog	28-30
Cyflog	£39,152 - £40,777
Pwrpas y Swydd	- Bod yn ymatebol ac yn hyblyg i anghenion y Model Gwasanaethau Integredig Gydol Oed a Llesiant gan gynnwys cynnal ataliadau ac ymyriadau sy'n hybu canlyniadau da ac a fydd yn cynyddu diogelwch a chydnerthedd defnyddwyr gwasanaethau. - Cyfrannu at reoli'r Gwasanaeth Gofal a Alluogir gan Dechnoleg a'r Gwasanaeth Synhwyrdd o ddydd i ddydd, gan gydlynw'r gwaith o ddarparu ystod eang o atebion sy'n benodol i'r meysydd gwasanaeth hyn. - Cynorthwyo i ddatblygu Strategaeth Gofal a Alluogir gan Dechnoleg, - Sefydlu strategaethau a dulliau gweithredu integredig ar draws partneriaid a darparwyr iechyd a gofal cymdeithasol - Gwreiddio diwylliant o atebion modern yng nghanol gwasanaethau gofal a chymorth Ceredigion a fydd yn hyblyg, yn alluogol, yn ymatebol ac yn galonogol - Darparu cyswllt allweddol gyda Rheolwyr Timau a gweithio gyda Chydlynwyr eraill i sicrhau bod timau'n cael eu rheoli'n gyson i gwrdd ag amcanion corfforaethol ac amcanion gwasanaethau a bod y rhain yn cael eu cydlynw a'u gweithredu'n effeithiol ar draws meysydd gweithredu'r Gwasanaeth. - Er bod gan Gydlynwyr gyfrifoldeb penodol i reoli canolfan 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. - Gweithio'n greadigol ac ar y cyd i gyflawni'r safonau perfformiad uchaf posibl ym model Gydol Oed a Llesiant Cyngor Sir Ceredigion. - Dirprwyo ar gyfer Rheolwr y Tîm, pan fo angen, ar lefel gorfforaethol, ranbarthol a chenedlaethol. - Ar adegau pan fo angen bydd gofyn i chi weithio mewn Tîm neu leoliad arall o fewn y Model Gwasanaethau Integredig Gydol Oed a Llesiant.
Lleoliad	Penmorfa, Aberaeron
Oriau Gwaith	37 awr yr wythnos
Math o Contract	Llawn-amser
Hyd y Contract	Parhaol
Teitl Swydd y Rheolwr Llinell	Rheolwr Tîm - Gofal a Alluogir gan Dechnoleg a Gwasanaethau Synhwyrdd
Cyfrifoldebau Goruchwylio/Rheoli	Cydlynw gwaith staff o fewn y Gwasanaeth Gofal a Alluogir gan Dechnoleg a'r Gwasanaeth Synhwyrdd i ddarparu gwasanaethau amserol, cost-effeithiol sy'n seiliedig ar dystiolaeth gyda ffocws atal ac ymyrryd yn fuan.
Atebolrwydd	Er bod y gwaith wedi'i ddiffinio gan ganllawiau eang, deddfwriaeth a pholisïau, gweithdrefnau ac arweiniad yr Awdurdod Lleol bydd yn ofynnol i ddeiliad y swydd:

	• Eu dehongli a chynhyrchu arweiniad lleol gan gynnwys gwaith y gellir ei ddatblygu gan ddeiliad y swydd lle nad oes arweiniad ar gael yn barod. • Gweithio ar eich menter eich hun ond gweithio yn ôl canllawiau, polisïau, gweithdrefnau a deddfwriaeth ddiffiniedig a fyddai'n cael eu goruchwylio gan y Rheolwr Llinell. Yn gyfrifol am: • Cyfarpar T.G.Ch. e.e. gliniadur, llechen a/neu ffôn symudol. • Nwyddau ac offer sy'n berthnasol i'r rôl megis cynhyrchion gofal personol, technoleg gynorthwyol, offer teleofal. Cydggyfrifoldeb am: • Ddefnyddio a chynnal a chadw offer codi, megis pentyrrwr paled trydan, lifft sefydlog, storfa offer fertigol gyda silffoedd pŵeredig, trolïau paled llaw, trolïau sachau a chlodwyr amrywiol eraill ag olwynion. • Defnyddio, cynnal a chadw a glanhau cerbyd sy'n gysylltiedig â'r gwasanaeth yn ddiogel • Offer GAD a synhwyrdd gwerth uchel
Telerau Contractiol sy'n Gysylltiedig â'r Swydd	• Deiliad allwedd CILC. Bydd y rôl yn golygu rhywfaint o weithio ar eich pen eich hun. • Cydlynu a chyfrannu at gyfleuster dyletswydd wrth gefn/y tu allan i oriau yn ôl yr angen i ddarparu nosweithiau, penwythnosau, a gwyliau banc ar alwad, pan fydd anghenion y gwasanaeth yn gofyn y telir oriau ychwanegol amdanynt yn unol â pholisi'r Cyngor • Gweithredu'n annibynnol ar lefel sefydliad. Caiff canlyniadau eu hadolygu gan bennaeth y sefydliad. Mae penderfyniadau a chanlyniadau yn effeithio ar y swyddogaeth a'u llwyddiant. Mae perfformiad yn effeithio ar ddelwedd y swyddogaeth. • Mae'n cynnwys elfen sylweddol o waith corfforol, i godi a chario eitemau amrywiol, o eitemau bach sy'n pwysu llai nag 1kg i eitemau mwy sy'n pwysu dros 100kg gyda'r offer a'r hyfforddiant priodol. Efallai y bydd angen codi ac ail-leoli hyn. • Bydd natur yr offer a ddychwelir ar ôl ei ddefnyddio mewn lleoliadau gofal yn ei gwneud yn ofynnol i ddeiliad y swydd lanhau, ailgylchu a dadheintio yn briodol gan ddefnyddio cemegau ar gyfer mesurau atal a rheoli heintiau. Mae diogelu oedolion mewn perygl yn flaenoriaeth allweddol i ni. Ein nod yw cefnogi plant, pobl ifanc ac oedolion sydd mewn perygl i sicrhau eu bod mor ddiogel ag y gallant fod a chydabod bod ganddynt hawl i gael eu hamddiffyn a byddwn yn gweithredu i ddiogelu eu lles. Disgwylir i bob aelod o staff a gwirfoddolwr rannu'r ymrwymiad hwn, a bydd angen Gwiriad Manwl arnom gan y Gwasanaeth Datgelu a Gwahardd.
Trosolwg o'r Model Gwasanaethau Integredig Llesiant Gydol Oed	Mae'r Model Gwasanaethau Integredig Llesiant Gydol Oed yn ffordd newydd o ddiwallu anghenion pobl trwy sicrhau bod y bobl gywir yn eu lle i wneud y penderfyniadau cywir ar yr adeg gywir. Bydd y Model Gwasanaethau Integredig Llesiant Gydol Oed: • yn bwynt cyswllt cyntaf i drigolion a phartneriaid allweddol • yn cynllunio ac yn darparu pecynnau atal ac ymyrryd yn gynnar sy'n bwrpasol i anghenion unigolion • yn penderfynu ar y gwasanaethau mwyaf priodol i roi gofal a chymorth mewn modd sy'n gysylltiedig ag amser • yn monitro ac yn gwerthuso effaith cymorth

Rheoli

- Bod yn gyfrifol am reoli staff o fewn y Gwasanaeth Synhwyrdd a Gofal a Alluogir gan Dechnoleg yn effeithiol o ddydd i ddydd.
- Sicrhau bod diwylliant sy'n canolbwyntio ar ddinasyddion a chanlyniadau yn cael ei hybu bob amser drwy sicrhau bod y model Arwyddion Diogelwch a Llesiant yn cael ei roi ar waith yn ymarferol.
- Gweithio o dan gyfarwyddyd Rheolwr y Tîm i ddatblygu cynigion a gweithredu'r cynllun busnes ar gyfer y tîm.
- Sicrhau y darperir gwasanaethau yn effeithiol ac yn effeithlon sy'n rhoi'r canlyniadau angenrheidiol i ddinasyddion.
- Cynnal a hybu perthnasau gwaith agos â rhanddeiliaid mewnol ac allanol, a chydweithwyr er mwyn sicrhau'r manteision mwyaf posibl i'r Cyngor a thrigolion Ceredigion.
- Cynrychioli barn y gwasanaeth ar faterion sy'n effeithio ar ddarparu'r model Gydol Oed a Llesiant i gyrff mewnol ac allanol o dan arweiniad uwch reolwyr.
- Cefnogi Rheolwr y Tîm i ymchwilio i gwynion a'u rheoli yn unol â pholisïau a gweithdrefnau'r Cyngor.

Rheoli ansawdd a pherfformiad

- Sicrhau safonau uchel o ansawdd a pherfformiad yr holl staff o fewn y tîm a'r gwasanaeth, cydnabod perfformiad da ac yn mynd i'r afael â pherfformiad gwael yn gadarnhaol ac yn effeithiol.
- Cynhyrchu gwybodaeth reoli reolaidd ar berfformiad y gwasanaeth, gan gynnwys defnydd, cyllid, rhaglennu a gwasanaethau i gwsmeriaid.
- Sicrhau bod anghenion y rheini sy'n defnyddio ein gwasanaethau yn cael eu deall 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 pholisïau a safonau y cytunwyd arnynt.
- Cynorthwyo Rheolwyr Timau a Rheolwyr Corfforaethol i sicrhau bod polisïau a gweithdrefnau yn cael eu diweddarau i adlewyrchu deddfwriaeth gyfredol ac arferion gorau cyfredol.
- Monitro, gwerthuso ac adrodd yn rheolaidd ar berfformiad tîm yn erbyn cynlluniau gwasanaeth, cynlluniau busnes a dangosyddion perfformiad statudol ac anstatudol.
- Er mwyn sicrhau bod goruchwyliaeth fyfyrwl reolaidd o staff yn digwydd, yn ôl yr angen, o fewn amserlenni y cytunwyd arnynt.
- Cynorthwyo Rheolwr y Tîm i gynnal ymwybyddiaeth o arferion cenedlaethol a lleol wrth ddarparu gwasanaethau, er mwyn datblygu atebion arloesol yn y ffordd y mae gwasanaethau'n cael eu darparu i sicrhau gwelliant parhaus o ran perfformiad.
- Cefnogi Rheolwr y Tîm i ymchwilio i gwynion a'u rheoli yn unol â pholisïau a gweithdrefnau'r Cyngor.
- Rhoi trosolwg i Reolwr y Tîm o gryfderau a risgiau'r tîm, gan gynnwys sylwadau o ganmoliaeth, sylwadau a chwynion.
- Cael danfoniadau o offer GAD ac offer synhwyrdd, gan sicrhau cywirdeb danfoniadau yn erbyn archebion a nodi unrhyw broblemau o ran rheoli ansawdd e.e. niweidiau, diffygion neu brofion a fethwyd gan gynnwys gweithgareddau dilynol cysylltiedig

Cyfathrebu

- Adolygu dulliau cyfathrebu presennol â staff i sicrhau bod y rhain yn effeithiol ac yn annog adborth dwyffordd.
- Hybu diwylliant o gyfathrebu mewnol ac allanol cryf fel bod y gwasanaethau a ddatblygwn yn cael eu darparu mewn cydweithrediad â dinasyddion, rhanddeiliaid a staff
- Cynorthwyo Rheolwr y Tîm i gynnal cyswllt effeithiol ag Uwch Reolwyr, a lle bo hynny'n briodol, rhoi gwybodaeth a chynghor cynhwysfawr er mwyn i faterion angenrheidiol gael eu cyfeirio at Uwch Reolwyr neu Aelodau Etholedig ar gyfer penderfyniad mewn modd amserol.

Swyddogaethol

- Cynorthwyo Rheolwr y Tîm i ddatblygu a chynnal catalog gwasanaeth o atebion sy'n cynnwys GAD ac eitemau synhwyrdd. Bydd hyn yn cynnwys gwerthuso darpar gyflenwyr a'u cynhyrchion ar y cyd â phartneriaid ac yn enwedig trwy rwydwaith GAD Cymru.

- Marchnata'r catalog o atebion gyda theilwra priodol i randdeiliaid mewnol, partneriaid a defnyddwyr gwasanaethau.
- Datblygu'r gofod arddangos a gynlluniwyd ym Mhenmorfa o dan gyfarwyddyd Rheolwyr Timau ac mewn cyswllt â chydlynedd ICES.
- Cynorthwyo Rheolwr y Tîm i lunio a gweithredu cynllun cadarn i ddelio â risgiau sy'n deillio o drosglwyddo llinellau tir i ddigidol ynghyd â thynnu'r rhwydwaith symudol 3G yn ôl a chanlyniadau ar gyfer offer GAD ac offer synhwyrdd sydd eisoes yn bodoli.
- Asesu anghenion defnyddwyr i lywio darpariaeth GAD ac offer synhwyrdd gan ddefnyddio hyfforddiant, arweiniad a pholisïau cysylltiedig.
- Cynorthwyo Rheolwr y Tîm i gynnal gweithrediad llyfn amgylchedd sy'n symud yn gyflym.
- Bod yn gyfrifol am ddarparu'r Gwasanaeth Synhwyrdd a Gofal a Alluogir gan Dechnoleg o ddydd i ddydd.
- Sicrhau bod holl aelodau'r tîm yn cydymffurfio ag iechyd, diogelwch a gweithdrefnau gweithredu safonol.
- Bod yn gyfrifol am welliant parhaus yn y gwasanaeth.
- Bod yn arweinydd swyddogaethol ar gyfer rheoli rhestr eiddo ar GAD ac offer synhwyrdd gan sicrhau effeithlonrwydd y gadwyn gyflenwi. Defnyddio meddalwedd arbenigol prosesau electronig a llaw TG digidol i sicrhau cywirdeb gwybodaeth sydd ar gael i sicrhau effeithlonrwydd a gallu archwilio.
- Sicrhau bod digon o stoc yn cael ei gynnal i ateb galw gweithredol y busnes a'r galw gan gwsmeriaid y busnes.
- Cynllunio, cydlynu a monitro'r gwaith o gael, storio ac anfon offer GAD ac offer Synhwyrdd yn effeithlon.
- Trefnu gwaith storio, ymgymryd â rheolaeth stoc a sicrhau rheolaethau tymheredd.
- Cynllunio ar gyfer a chydlynu prosesau i ddosbarthu nwyddau o'r warws.
- Rheoli'r gwaith o ailgylchu offer, rheoli oes silff offer, cynnal a gweithredu sgrapiu priodol yn unol â gweithdrefnau y cytunwyd arnynt.
- Darparu amgylchedd gwaith diogel, gan gadw at weithdrefnau lechyd, Diogelwch ac Amgylcheddol a sicrhau eu bod yn cael eu deall a'u hymarfer gan y tîm bob amser.
- Sicrhau bod archebion yn cael eu prosesu'n effeithlon a bod darparu deunyddiau yn cwrdd ag amserlenni/gofynion cwsmeriaid a phartneriaid proffesiynol yn unol â chytundebau gweithredu.
- Goruchwyllo a rheoli'r gwaith o gasglu archebion, gweithrediadau nwyddau i mewn, nwyddau allan i sicrhau cywirdeb gyda'r trin lleiaf posibl a difrod stoc.
- Trefnu, hwyluso a rheoli'r gwaith o gymryd stoc yn rheolaidd a chynorthwyo Rheolwr y Tîm gyda choladu adroddiadau.
- Sicrhau bod prosesau mewnol yn cael eu diffinio a'u cynnal ar gyfer cyflunio, anfon a gosod eitemau GAD ac offer synhwyrdd yn amserol yn unol ag anghenion cleientiaid.
- Goruchwyllo'r gwaith o ddosbarthu, gosod a chasglu offer GAD ac offer synhwyrdd o fewn cartrefi pobl a lleoliadau cysylltiedig fel cartrefi gofal, ysbytai ac ysgolion.
- Bod yn rhan o wasanaethu ac atgyweirio offer yn sylfaenol fel y bernir bod Rheolwr y Tîm yn ei ystyried yn briodol.
- Mynd ar drywydd pryderon cwsmeriaid a'u datrys a sicrhau bod Rheolwr y Tîm yn ymwybodol ac yn cael gwybod cyn gynted ag y bydd problemau yn cael eu nodi i sicrhau cydymffurfiaeth â gweithdrefnau.
- Nodi gwallau a dileu'r achos sylfaenol gan ddefnyddio gwrth-fesurau cadarn, cynnal y camau unioni i ddileu problemau ailadroddus.
- Cyflawni arbedion effeithlonrwydd i gefnogi aliniad cyllidebol gweithredol o flwyddyn i flwyddyn i gefnogi Cynllun Busnes Rheolwr y Tîm.
- Gweithredu, ar y cyd â Rheolwr y Tîm, systemau rhestr eiddo a systemau rheoli ac arferion gwaith yn unol ag arferion gorau a gwelliant parhaus.
- Arwain gyda chymorth Rheolwr y Tîm ar gyfer rheoli fflyd a chydlynu unrhyw waith cynnal a chadw cerbydau a gynlluniwyd.
- Sicrhau bod yr holl staff sy'n gyfrifol am gerbydau a'u defnyddio yn deall eu cyfrifoldebau corfforaethol a'u dyletswyddau cyfreithiol yn unol â'r hyfforddiant ac arweiniad.
- Sicrhau diogelwch stoc a chynnal rheolaeth mynediad, gan sicrhau y caiff heintiau eu hatal a'u rheoli ac yr aseris risg i ddarparu safonau cadw tŷ sy'n cael eu cynnal bob amser.
- Monitro a chynnal cywirdeb stoc trwy sicrhau bod y stoc ffisegol yn unol â'r system rheoli warws a sicrhau bod yr holl symudiadau stoc yn cael eu cofnodi i sicrhau cywirdeb.

- Cofnodi a chyfleu'r holl broblemau o ran prinder i Reolwr y Tîm er mwyn iddynt gael eu huwchgfyfeirio fel y bo'n briodol, monitro lefelau stoc er mwyn tynnu sylw at lefelau lleiaf a lefelau gormodol ac felly atal prinder.
- Rheoli stoc yn strategol gan gydbwyso'r gyllideb sydd ar gael yn erbyn gostyngiadau swmp-brynu a chadw golwg ar unrhyw broblemau o ran y gadwyn gyflenwi ar gyfer offer critigol.
- Goruchwyllo'r gwaith o ddadheintio a glanhau offer a ddefnyddiwyd yn unol ag lechyd a Diogelwch a deddfwriaeth Rheoli Sylweddau Peryglus i lechyd.
- Bod yn gyfrifol am bob sicrwydd ansawdd, protocolau hyfforddi ac arweiniad mewn perthynas â diheintio ac ailgylchu. Gallu asesu cyflwr offer a barnu a rhoi arweiniad a fydd angen ei sgrapio neu ei aildddefnyddio. Yn ymwybodol o oblygiadau'r ddau opsiwn o ran cost ac yn gallu cydbwyso gwerth eu hamser yn erbyn cost adnewyddu offer gwerth uchel.
- Gosod, cynnal a chadw a symud offer (pan fo angen) a darparu yswiriant priodol yn ôl yr angen i gynnal safonau gwasanaeth a pherfformiad.
- Cynorthwyo Rheolwr y Tîm i reoli adnoddau i weithredu a mesur ymlyniad at arferion, egwyddorion a rheolaethau Atal a Rheoli Heintiau a hyfforddiant a monitro.
- Bod yn atebol o dan gyfarwyddyd Rheolwr y Tîm am reoli offer ac asedau GAD a Synhwyrdd, gan gynnwys sicrhau bod rhestrau eiddo yn eu lle ar gyfer profion iechyd a diogelwch – PUWER, PAT – gwasanaethu a chynnal a chadw fel y bo'n briodol.
- Cefnogi Rheolwr y Tîm i nodi a sefydlu protocolau uwchgfyfeirio ar gyfer trefniadau contractiol wrth gefn pe bai unrhyw gyflenwr/darparwr yn methu â chyflawni.
- Dangos dealltwriaeth dechnegol lefel uchel o offer, gan gynnwys ei ofynion gweithredu, gwasanaethu a chynnal a chadw,
- Bod yn Ddeiliad Allwedd a gweithio gyda Rheolwr y Tîm i weithredu cynllun parhad busnes i sefydlu lefelau gwasanaeth a'u darpariaeth gan gynnwys darpariaeth y tu allan i oriau lle y cytunwyd.
- Cydgysylltu ag lechyd a Diogelwch i adolygu a diweddarau Asesiadau Risg ar gyfer darparu'r gwasanaeth yn ddiogel ar y cyd â Rheolwr y Tîm.
- Cydgysylltu â Chydlynnydd ICES ynghylch defnydd a rennir o le storio a chyfleusterau ar safle CILC gan nodi anghenion newidiol wrth i'r gwasanaeth ddatblygu.
- Hybu cyfle cyfartal wrth ddarparu gwasanaethau ac 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 argyfwng; rheoli a chydlynu ymateb; rheoli risg; a diogelu.
- Cynorthwyo Rheolwr y Tîm i ymateb yn gyflym ac yn hyblyg i anghenion y Cyngor, ei gwsmeriaid a'i bartneriaid.

Cyfeirnod at Ddibenion
Gwerthuso Swyddi

JD 1700

Manyleb y Person

Hanfodol		
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	- Addysg hyd at lefel gradd neu fod â 5 mlynedd o brofiad cyfatebol mewn pwnc perthnasol / yn gallu dangos sgiliau trosglwyddadwy. - Profiad mewn rôl oruchwylio uwch - Neu'r gallu i ddangos cymhwysedd trwy brofiad	
Sgiliau ieithyddol Cymraeg	Gwrando/Siarad: Lefel 3 Darllen: Lefel 2 Ysgrifennu Lefel 2	Mae'n rhaid caffael 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	Mae angen y sgiliau ieithyddol Saesneg ar benodiad.
Sgiliau ymarferol a phersonol	- Sgiliau trefnu rhagorol, y gallu i flaenoriaethu gwaith eich hun a gwaith eraill er mwyn cyrraedd targedau a chwrdd â therfynau amser dan bwysau - Sgiliau arwain a rheoli - Gwybodaeth dda am ddeddfwriaeth lechyd a Diogelwch a sut mae'n berthnasol i ddarparu GAD a gwasanaethau Synhwyrdd. - Sgiliau cryf o safbwynt dadansoddi a datrys problemau - Hyddysg o ran TGCh gyda phrofiad o weithio gydag ystod eang o gymwysiadau a thechnolegau. - Sgiliau cyfathrebu llafar ac ysgrifenedig rhagorol. - Ymwybyddiaeth o brosesau rheolaeth ariannol - Sgiliau cyd-drafod effeithiol - Sgiliau cyflwyno a hyfforddi. - Gallu cyfathrebu'n effeithiol ag amrywiaeth o randdeiliaid gan gynnwys defnyddwyr gwasanaethau, cyflenwyr, cydweithwyr, comisiynwyr a gweithwyr proffesiynol eraill yn fewnol ac yn allanol - Dealltwriaeth dda o brosesau rheoli perfformiad a chynllunio busnes i ysgogi gwelliant parhaus mewn perfformiad - Gallu rheoli sefyllfaoedd anodd a pheidio â chynhyrfu dan bwysau ac ymateb yn dringar ac yn ddiplomyddol i sefyllfaoedd sensitif - Agwedd gadarnhaol at newid gydag agwedd hyblyg at waith; yn llawn cymhelliant gyda'r gallu i gymell eraill - Sgiliau ymarferol i hwyluso gosod offer yng nghartrefi cleientiaid - Ymrwymiad i roi gofal rhagorol i gwsmeriaid a chydabod ei effaith ar ddefnyddwyr gwasanaethau - Rhaid meddu ar drwydded yrru lawn a bod â mynediad i gerbyd	
Profiad Angenrheidiol	- Mae angen o leiaf dwy flynedd o brofiad cysylltiedig; TGCh/technoleg, rheoli contractau, cymorth i gyflenwyr - Profiad o reolaeth oruchwyliol - Profiad o ystod eang o sgiliau TG, gan gynnwys defnyddio systemau cyfrifiadurol i gadw cofnodion - Profiad o weithio mewn lleoliad gofal cymdeithasol neu ofal iechyd	
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	- Pasbort Codi a Chario Cymru Gyfan - Asesydd Dibynadwy Lefel 3 - Cyrsiau e-ddysgu gorfodol. Yn ogystal â dilyn cyrsiau hyfforddi corfforaethol ac iechyd a gofal cymdeithasol perthnasol eraill yn unol â chyfarwyddyd Rheolwr y Tîm. Bydd gofynion hyfforddi yn cael eu cynnwys mewn sesiynau Goruchwylio ac yn cael eu hadolygu yn yr Arfarniad fel rhan o'ch amcanion personol.	

Cymwysterau / Hyfforddiant	Prince 2 Sylfaen
Sgiliau Ymarferol / Personol	- Gwybodaeth fanwl o fanylebau GAD a chyfarpar synhwyrdd - Gwybodaeth fanwl a chyfredol o'r ystod o gynhyrchion, ymyriadau a chymwysiadau teleofal iechyd

Job Description

Post Name	Coordinator - Technology Enabled Care & Sensory Services
Service	Porth Gofal
Grade	10
Spinal Point/s	28 – 30
Salary	£39,152 - £40,777
Job Purpose	- To be responsive and flexible to the needs of the Through Age and Wellbeing Integrated Services Model including maintaining preventions & interventions that promote good outcomes and that will increase the safety and resilience of service users. - To contribute to the day-to-day management of the Technology Enabled Care Service (TEC) and Sensory Service, coordinating delivery of a wide range of solutions specific to these service areas. - To assist in the development of a Technology Enabled Care Strategy, - Establishing integrated strategies and approaches across health and social care partners and providers - Embedding a culture of modern solutions into the heart of Ceredigion's care and support services that will be flexible, enabling, responsive and re-assuring - To provide a key link with Team Managers and work with other Coordinators 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. - Whilst Coordinators have specific responsibility to manage a centre 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. - To work creatively and collaboratively to achieve the highest possible standards of performance in Ceredigion County Council's Through Age and Wellbeing model. - To deputise for the Team Manager, when required, at corporate, regional and national level. - 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	Aberystwyth, Aberaeron or Felinfach
Hours of Work	37
Type of Contract	Full-time
Contract Duration	Permanent
Line Managers Job Title	Team Manager - Technology Enabled Care & Sensory Services
Supervisory/Managerial Responsibilities	To coordinate the work of staff within the Technology Enabled Care & Sensory Service to deliver timely, cost-effective and evidence-based services with a prevention and early intervention focus.
Accountability	Although the work is defined by broad guidelines, legislation and the Local Authority policies and procedures and guidance the post holder will be required to: Interpret them and produce local guidance including work which may be developed by the post holder where there is no existing guidance available.

	• Work to own initiative but work to defined guidelines, policies, procedures and legislation which would be supervised by the Line Manager. Responsible for: • I.C.T. equipment e.g. laptop, tablet and/or a mobile phone. • Supplies and equipment relevant to the role such as personal care products, assistive technology, telecare equipment. Joint responsibility for: • The use and upkeep of lifting equipment, such as an electric pallet stacker, a fixed lift, a vertical equipment store with powered shelving, manual pallet trolleys, sack trolleys and various other wheeled carriers. • The safe use, upkeep and cleaning of a vehicle linked to the service • High value TEC & sensory equipment
Contractual Terms Associated with the Post	• CILC Key holder. The role will entail some lone working. • To coordinate and contribute to a standby/out of hours duty facility as required to provide on-call evenings, weekends, and bank holidays when the needs of the service require for which additional hours will be paid in accordance with Council policy • Act independently at the organisational level. Outcomes reviewed by organisational head. Decisions and results have an impact on the function and their success. Performance affects the function's image. • Involves a significant element of physical work, to lift and carry various items, from small items weighing less than 1kg to larger items weighing over 100kg with the appropriate equipment and training. This may require a lifting and repositioning. • The nature of the equipment returned from deployment in care settings will require the postholder to undertake appropriate decontamination cleaning and recycling using chemicals for infection, prevention and control measures. Safeguarding adults at risk is a key priority for us. We aim to support children, young people and adults at risk to ensure they are as safe as they can possibly be and acknowledge they 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).
Overview of the Through Age Wellbeing Integrated Services Model	The Through Age 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 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	

Managerial

- To be responsible for the effective day-to-day management of staff within the Technology Enabled Care & Sensory Service.
- Ensure that a citizen and outcomes focussed culture is promoted at all times by ensuring the implementation of the Signs of Safety and Wellbeing model in practice.
- To work under the direction of the Team Manager to develop proposals and implement the business plan for the team.
- To ensure effective and efficient service delivery that provides the required outcomes for citizens.
- 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 and Wellbeing model to internal and external bodies under senior management guidance.
- To support the Team Manager in investigating and managing complaints in line with the Council's policies and procedures.

Quality and performance management

- 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 produce regular management information of the performance of the service, to include usage, financial, programming and customer service.
- 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 Team Managers and Corporate Managers 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 the Team 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 Team Manager in investigating and managing complaints in line with the Council's policies and procedures.
- To provide the Team Manager with an overview of team strengths and risks, including compliments, comments and complaints.
- To receive deliveries of TEC & sensory equipment, ensuring accuracy of deliveries against orders and identifying any quality control issues e.g. damages, defects or failed tests including related follow-up activities.

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 Team 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 assist the Team Manager in developing and maintaining a service catalogue of solutions comprising both TEC and sensory items. This will include evaluation of potential suppliers and their products in conjunction with partners and particularly via the TEC Cymru network.
- To market the catalogue of solutions with appropriate tailoring to internal stakeholders, partners and service users.
- To develop the planned demonstration space in Penmorfa under direction of Team Managers and in liaison with the ICES Co-ordinator.

- To assist the Team Manager in formulating and implementing a robust plan to deal with risks arising from digital switchover of landlines together with the withdrawal of the 3G mobile network and consequences for existing TEC & Sensory equipment.
- To assess user needs to inform provision of TEC and sensory equipment utilising related training, guidance and policies.
- To assist the Team Manager in maintaining the smooth operation of a fast-moving environment.
- To be responsible for day-to-day delivery of the Technology Enabled Care & Sensory Service.
- To ensure all team members comply with health, safety and standard operating procedures.
- To be responsible for continuous improvement within the service.
- To be the functional lead for inventory management of TEC & Sensory equipment ensuring the efficiency of the supply chain. Utilise specialist software digital IT electronic and manual processes to ensure accuracy of information available to ensure efficiency and audit capability.
- To ensure sufficient stock is maintained to meet the business's operational and customer demand.
- To plan, co-ordinate and monitor the efficient receipt, storage and dispatch of TEC & Sensory equipment.
- To organise storage, undertake stock control and ensure temperature controls.
- To plan for and coordinate processes to distribute goods from the warehouse.
- To manage recycling of equipment, manage shelf life of equipment, maintain and implement appropriate scrappage in line with agreed procedures.
- To provide a safe working environment, adhering to Health, Safety and Environmental procedures and ensuring they are understood and practiced by the team at all times.
- To ensure orders are processed efficiently and that the delivery of materials meets customers and professional partners timescales/requirements in line with operating agreements.
- To supervise and control order picking, goods in, goods out operations to ensure accuracy with minimum handling and stock damage.
- To organise, facilitate and manage stock takes at regular intervals and assist the Team Manager with report collation.
- To ensure that internal processes are defined and maintained for timely configuration, dispatch and installation of items of TEC and sensory equipment in line with client needs.
- To oversee the delivery, installation and collection of TEC & sensory equipment within people's homes and associated locations such as care homes, hospitals and schools.
- To be involved in the basic servicing and repair of equipment as may be deemed appropriate by the Team Manager.
- To follow up and resolve customer concerns and ensure the Team Manager is made aware and kept informed as soon as issues are identified to ensure compliance to procedures.
- To identify errors and eliminate root cause using robust counter measures, sustain the corrective actions to eliminate repeat issues.
- To deliver efficiencies to support year on year operational budgetary alignment in support of the Team Managers Business Plan.
- To implement in conjunction with the Team Manager inventory and management systems and working practices in line with best practice and continuous improvement.
- To take a lead with the support of the Team Manager for fleet management and coordinate any planned maintenance of vehicle.
- To ensure all staff responsible for and utilising vehicles understand their corporate responsibilities and legal duties as per training and guidance.
- To ensure security of stock and maintain access control, ensuring infection, prevention controls and risk assessment to deliver housekeeping standards are maintained at all times.
- To monitor and maintain stock accuracy by ensuring the physical stock is in line with the warehouse management system and ensure all stock movements are recorded to ensure accuracy.
- To record and communicate all shortage issues to the Team Manager to be escalated as appropriate, monitor stock levels in order to highlight minimum and excess levels and therefore prevent shortages.
- To manage stock strategically balancing available budget against bulk purchasing discounts and keeping track of any supply chain issues for critical equipment.
- To oversee the decontamination and cleaning of used equipment in accordance with Health and Safety and Control of Substances Hazardous to Health (COSHH) legislation.

- To be responsible for all quality assurance, training protocols and guidance in regards of decontamination and recycling. Be able to assess the condition of equipment and judge and provide guidance whether it will need to be scrapped or re-used. Aware of the cost implications of both options and able to balance the value of their time against the cost of replacing high value equipment.
- To undertake installation, maintenance and removal of equipment (when required) and provide appropriate cover as necessary to maintain service standards and performance.
- To assist the Team Manager to manage resources to implement and measure adherence to Infection, Prevention and Control (IP&C) practice, principles and controls and training and monitoring.
- To be accountable under the direction of the Team Manager for the management of the TEC & Sensory equipment and assets, including ensuring inventories are in place for health and safety testing – PUWER, PAT – servicing and maintenance as appropriate.
- To support the Team Manager in identifying and setting up escalation protocols for contingency contractual arrangements in the event that any supplier/provider should fail to perform.
- To demonstrate high level technical understanding of equipment, including its operation, servicing and maintenance requirements,
- To be a Key Holder and work with the Team Manager to implement a business continuity plan to establish service levels and their delivery including out of hours provision where agreed.
- To liaise with Health and Safety to review and update Risk Assessments for the safe delivery of the service in conjunction with the Team Manager.
- To liaise with the ICES Coordinator over shared usage of storage space and facilities at the CILC site noting changing needs as the service develops.
- 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.
- To assist the Team Manager to quickly and flexibly react to the needs of the Council, its customers and partners.

Job Evaluation Post Ref

JD 1700

Person Specification

Essential		
Academic / Professional / Technical / Vocational Qualifications	- Educated to degree level or have 5 years equivalent level of experience in a relevant subject / able to demonstrate transferable skills. - Experience within a senior supervisory role - Or an ability to demonstrate competence through experience	
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 are required on appointment
Practical and personal skills	- Excellent organisational skills, the ability to prioritise own work and the work of others in order to achieve targets and meet deadlines under pressure - Leadership & management skills - Good knowledge of Health and Safety legislation and how it relates to the provision of TEC & Sensory services. - Strong analytical and problem-solving skills - ICT literate with experience of working with a wide range of applications and technologies. - Excellent verbal and written communication skills. - Awareness of financial management processes - Effective negotiating skills - Presentation and training skills. - Able to communicate effectively with a range of stakeholders including service users, suppliers, colleagues, commissioners and other professionals internal and external - A good understanding of performance management and business planning processes to drive continuous performance improvement - Able to manage difficult situations and remain calm under pressure and to respond tactfully and diplomatically to sensitive situations - A positive attitude to change with a flexible approach to work; well- motivated with the ability to motivate others - Practical skills to facilitate installation of equipment in client homes - Commitment to delivering excellent customer care and recognition of its impact on service users - Must hold a full driving licence and have access to a vehicle	
Required Experience	- Minimum of two years of related experience required; ICT/technology, contract management, supplier support - Experience of supervisory management - Experience of a broad range of I.T skills, to include using computer systems for record keeping - Experience of working in a social care or health care setting	
Training/education required to be undertaken for the post/worked towards	- Manual Handling All Wales Passport - Trusted Assessor Level 3 - Mandatory e-learning courses. In addition to undertake other relevant corporate and health and social care training courses as directed by the Team Manager. Training requirements will be included in Supervision sessions and be reviewed within Appraisal as part of your personal objectives.	

Desirable	
Qualifications / Training	Prince 2 Foundation
Practical / Personal Skills	• Detailed knowledge of the specifications of TEC & sensory equipment • In-depth/detailed and up to date knowledge of the range of tele-healthcare products, interventions and applications