

Disgrifiad Swydd

Teitl y Swydd	Swydddog Datblygu Gofalwyr
Gwasanaeth	Porth Cymorth Cynnar
Graddfa	8
Pwynt/iau Cyflog	18 - 22
Cyflog	£31,537 - £33,699 y flwyddyn
Pwrpas y Swydd	- Nod yr Uned Gofalwyr yw parhau i wella ansawdd ac ystod y gefnogaeth a'r gwasanaethau sydd ar gael i gwrdd ag anghenion Gofalwyr di-dâl o bob oed a chefnidir gan gynnwys Rhieni sy'n Ofalwyr a Gofalwyr Ifanc. - Cynorthwyo Rheolwr y Tîm Gofalwyr a Chymorth Cymunedol i gefnogi'r awdurdod lleol i gyflawni ei ddyletswyddau o ran Gofalwyr di-dâl yn unol â'r ddeddfwriaeth bresennol. - Arwain meysydd gwaith y cytunwyd arnynt mewn ymateb i anghenion y tîm a'r Gofalwyr.
Lleoliad Gwaith Cytundebol	Penmorfa
Oriau Gwaith	37
Math o Gytundeb	Llawm-amser
Hyd y Cytundeb	Parhaol
Teitl swydd y Rheolwr Llinell	Cydlynnydd Datblygu Gofalwyr a'r Gymuned
Cyfrifoldebau Goruchwylio / Rheoli	Goruchwylio myfyrwyr a staff gweinyddol Mentora gweithwyr newydd a'u rhoi ar ben ffordd
Atebolrwydd	Yn gyfrifol am lechen, ffôn symudol, gliniadur a monitorau
Telerau Cytundebol sy'n Gysylltiedig â'r Swydd	Mae diogelu ac amddiffyn oedolion a phlant sydd mewn perygl yn flaenoriaethau allweddol i ni. Ein nod yw cefnogi oedolion, plant a phobl ifanc sydd mewn perygl i sicrhau eu bod mor ddiogel ag y gallant fod. Rydym yn cydnabod eu hawl i gael eu hamddiffyn a byddwn yn cymryd camau i ddiogelu eu lles. Disgwylir i bob aelod o staff a phob gwirfoddolwr rannu'r ymrwymiad hwn, a bydd angen Gwiriad Manylach gan y Gwasanaeth Datgelu a Gwahardd (DBS) arnom cyn penodi i'r swydd hon.

Dyletswyddau a chyfrifoldebau

DYLETSWYDDAU

1. Ymgysylltu â Gofalwyr er mwyn iddynt deimlo eu bod yn cael cefnogaeth, yr ymgynghorir a hwy a'u bod yn medru lleisio eu barn yn y prosesau gwneud penderfyniadau sy'n effeithio ar eu bywydau.
2. Helpu'r awdurdod lleol i gyflawni ei ddyletswyddau i Ofalwyr drwy weithredu'r ddeddfwriaeth, yr argymhellion a'r arfer dda sy'n berthnasol.
3. Gweithio gyda chydweithwyr ar draws y model gydol oes i ymgysylltu â'r Gofalwyr sy'n defnyddio eu gwasanaethau.
4. Defnyddio sgiliau dadansoddi wrth ddelio ag ystod eang o broblemau ymarferol a chymhleth.
5. Hwyluso gwelliant parhaus y cymorth integredig a phriodol ar gyfer Gofalwyr ar draws y sector iechyd a gofal cymdeithasol a'r trydydd sector.
6. Gweithio ar y cyd ag awdurdodau lleol a byrddau iechyd eraill ynghyd â'r trydydd sector er mwyn rhannu arfer dda a gwella safon y gwasanaethau a'r canlyniadau i Ofalwyr
7. Ymchwilio a datblygu gwybodaeth a chanllawiau sy'n cydymffurfio â'r ddeddfwriaeth ddiweddaraf sy'n ymwneud â bodloni anghenion y Gofalwyr yng Ngheredigion.
8. Ymchwilio, dylunio, cynhyrchu a golygu deunyddiau sy'n hysbysebu ac sy'n darparu gwybodaeth a chymorth i Ofalwyr e.e. y cylchgrawn i Ofalwyr, cylchlythyron, taflenni gwybodaeth a negeseuon ar y cyfryngau cymdeithasol.
9. Darparu'r Gwasanaeth Gwybodaeth i Ofalwyr drwy ddatblygu, cydlynu a gweithredu ystod o destunau gwybodaeth, gweithgareddau a digwyddiadau wyneb i wyneb ac ar-lein ar draws y sir a'r rhanbarth pan fo hynny'n addas.
10. Datblygu dulliau arloesol a chreadigol i annog Gofalwyr i gymryd rhan a chyd-gynhyrchu gan gyfrannu at wella ymwybyddiaeth o Ofalwyr a'r gwasanaethau cymorth.
11. Cyfrannu at fonitro, gwerthuso a datblygu'r gwaith a wneir gan yr Uned Gofalwyr a'r tîm ehangach a allai gynnwys sicrhau ansawdd y gwasanaethau a gomisiynir gennym ni drwy goladu gwybodaeth fonitro a mynd i gyfarfodydd monitro yn ôl yr angen.
12. Cynorthwyo i weithredu a datblygu cardiau adnabod ar gyfer gofalwyr ifanc a gofalwyr sy'n oedolion, a datblygu ystod o fuddion cysylltiedig ar gyfer Gofalwyr yn unol â'r agenda cenedlaethol o ran gofal seibiant.
13. Cyflwyno gwasanaethau marchnata, cyflwyniadau, cyhoeddusrwydd a gwybodaeth ar gyfer amryw o unigolion a sefydliadau ar bob lefel sydd â lefelau gwahanol o ddealltwriaeth o'r maes gwaith.
14. Cefnogi'r Cynllun Buddsoddwyr mewn Gofalwyr yng Ngheredigion a sicrhau bod y tîm yn cadw ei statws safon aur.
15. Gweithio â'r tîm i ddatblygu a gweithredu'r gronfa ar gyfer Gofalwyr a ffyrdd arloesol eraill o gynnig hoe i'r Gofalwyr oddi wrth eu rolau gofalu.
16. Cyfrannu at y gwaith parhaus a wneir i wella a chynnal yr amgylchedd gweinyddol effeithiol a chadarn y mae'r tîm yn gweithredu ynddo.
17. Sbarduno a chynnal cyfleoedd i weithio mewn partneriaeth a pherthynas waith dda rhwng y Tîm Gofalwyr Gydol Oes a Chymorth Cymunedol, y trydydd sector a phartneriaid iechyd a gofal cymdeithasol i ddarparu ymagwedd gyfannol i fodloni anghenion Gofalwyr yn ein cymunedau yng Ngheredigion.

18. Deall y 'darlun mwy' a chyfeiriad cyffredinol Cyngor Sir Ceredigion a phartneriaid allweddol ym maes lechyd a Gofal Cymdeithasol, a nodi cyfleoedd ar gyfer gwaith datblygu gan ddeall y risgiau a'r effeithiau posib ar lwyth gwaith y Tîm Gofalwyr a Chymorth Cymunedol.
19. Dylunio, cyflwyno a chefnogi cyfleoedd hyfforddi ar gyfer Gofalwyr, gweithwyr proffesiynol perthnasol a phobl eraill, sy'n codi ymwybyddiaeth o faterion sy'n gysylltiedig â Gofalwyr ac sy'n gwella'u bywydau.
20. Yn unol â phrotocol a pholisïau'r awdurdod lleol, gweithio gyda'r Tîm Cyfathrebu a TGCh i sicrhau ein bod yn gwneud y defnydd gorau o'r cyfryngau cymdeithasol, y tudalennau gwe a'r platfformau sydd ar gael i ni gysylltu â gofalwyr mewn ffordd ryngweithiol sy'n hawdd ei defnyddio.
21. Hyrwyddo'r dewis rhagweithiol o ran y Gymraeg ymhob rhan o'n gwaith er mwyn sicrhau bod Gofalwyr yn cael y cymorth cywir ar yr adeg gywir a hynny yn eu hiaith ddewisol.
22. Cefnogi amcanion y Tîm Gofalwyr a Chymorth Cymunedol, gan ganiatáu i'r tîm gyfrannu at amcanion strategol a gweithredol cynlluniau busnes y Porth Cymorth Cynnar, ynghyd â'r Strategaeth a'r Cynllun Gweithredu Gydol Oes a Lles.
23. Cynorthwyo i gadw cofnodion cyfredol, cyfrinachol a chywir ar holl systemau'r awdurdod lleol.
24. Cadw at yr holl ddeddfwriaeth, polisïau a gweithdrefnau priodol er mwyn bodloni'r gofynion statudol a'r gofynion ynghylch safon, gan gynnwys y rhai hynny sy'n ymwneud â'r Rheoliad Cyffredinol ar Ddiogelu Data.
25. Hyrwyddo a chynrychioli'r awdurdod lleol ar grwpiau lleol, rhanbarthol a chenedlaethol yn ôl yr angen.
26. Cyflawni unrhyw ddyletswyddau eraill sy'n addas ar gyfer lefel a disgwyliad y swydd.

Manyleb y Person

Gofynion Hanfodol	
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	• Cymhwyster mewn Gwaith leuenctid neu Ddatblygu Cymunedol NEU • Radd mewn Gwaith Cymdeithasol NEU • Lefel 4 Iechyd a Gofal Cymdeithasol neu brofiad gwaith cyfwerth y gellir ei ddangos
Sgiliau Ieithyddol Cymraeg:	Bydd angen y sgiliau ieithyddol canlynol o fewn 2 flynedd i'r penodiad. Gwrando a Siarad Lefel 4: Medru cyfrannu'n effeithiol mewn cyfarfodydd mewnol ac allanol yng nghyd-destun y pwnc gwaith. Medru deall gwahaniaethau cywair a thafodiaith. Medru dadlau o blaid ac yn erbyn achos penodol. Medru cadeirio cyfarfodydd ac ateb cwestiynau o'r Gadair yn hyderus. Medru rhoi cyflwyniadau yn rhugl ac yn hyderus yng nghyd-destun y pwnc gwaith. Sgiliau Darllen Lefel 4: Gallu deall gohebiaeth ac adroddiadau wedi'u mynegi mewn iaith safonol. Sgiliau Ysgrifennu Lefel 4: Medru llunio gohebiaeth fusnes, adroddiadau byr, negeseuon e-bost a llenyddiaeth hysbysrwydd gyda chymorth golygyddol.
Sgiliau Ieithyddol Saesneg:	Rhaid i chi feddu ar y sgiliau ieithyddol canlynol pan fyddwch chi'n dechrau'r swydd. Gwrando a Siarad Lefel 5: Medru cyfrannu'n rhugl a hyderus yng nghyswllt pob agwedd ar y gwaith beunyddiol, gan gynnwys trafod a chynghori ar faterion technegol, arbenigol neu sensitif. Sgiliau Darllen Lefel 5: Gallu deall adroddiadau, dogfennau ac erthyglau y mae'n debygol o ddod ar eu traws yn ystod y gwaith, gan gynnwys cysyniadau cymhleth wedi'u mynegi yn nhermau astrus. Sgiliau Ysgrifennu Lefel 5: Medru llunio gohebiaeth fusnes, adroddiadau byr, negeseuon e-bost a llenyddiaeth hysbysrwydd i safon dderbyniol gyda chymorth cymhorthion iaith. Medru llunio nodiadau manwl tra'n cymryd rhan lawn mewn cyfarfod.
Sgiliau Ymarferol / Personol	1. Gwybodaeth gynhwysfawr o anghenion a hawliau Gofalwyr o bob oed, a'r materion sy'n effeithio ar y rhai sy'n derbyn gofal ganddynt, yn ogystal â'r ddeddfwriaeth berthnasol. 2. Meddwl yn greadigol a chanfod atebion arloesol er mwyn gwella'r gwasanaethau i Ofalwyr 3. Sgiliau gwrando, cyfathrebu, cyflwyno a rhyngpersonol ardderchog ac effeithiol. 4. Gallu hyrwyddo ac annog eraill i ymgysylltu â phobl ar bob lefel ac o amrywiaeth eang o gefndiroedd, o fewn nifer o leoliadau cyhoeddus a phroffesiynol gwahanol.

	5. Gweithio'n annibynnol ar eich liwt eich hun, gan ddefnyddio disgresiwn a gwneud penderfyniadau o ddydd i ddydd i ddatrys problemau a chynorthwyo i gael canlyniadau cadarnhaol. 6. Sgiliau TG ardderchog, yn enwedig defnydd o Microsoft Office a Teams, ynghyd â dealltwriaeth gadarn o rym y cyfryngau cymdeithasol fel arf cyfathrebu ac ymgysylltu. 7. Dehongli, dadansoddi a gwerthuso data a gwybodaeth er mwyn darparu sylfaen dystiolaeth gadarn i gyfiawnhau cynigion ac argymhellion a chreu adroddiadau. 8. Gweithio o fewn terfynau amser penodol a thuag at ddyddiadau cwblhau a thargedau sydd wedi'u gosod yn gywir ac yn effeithiol. 9. Gallu gweithio gyda grwpiau cymunedol ac unigolion a'u cefnogi a'u cynghori i ddatblygu gweithgareddau a phrosiectau sy'n canolbwyntio ar Ofalwyr. 10. Ymateb yn sensitif ac yn gyfrinachol mewn ffordd gwrtais a phroffesiynol i sylwadau, ymholiadau a chwynion a dderbynnir o nifer o ffynonellau gwahanol a hynny mewn sawl fformat gwahanol. 11. Dealltwriaeth o Ddeddf Gwasanaethau Cymdeithasol a Llesiant Cymru 2014 a Strategaeth Llywodraeth Cymru ar gyfer Gofalwyr. 12. Ymrwymiad i gydraddoldeb ac amrywiaeth a pharodrwydd i herio gwahaniaethu o bob math. 13. Deall yr hyblygrwydd sydd ei angen yn y swydd oherwydd anghenion y gwasanaeth, sy'n golygu y gallai'r swydd gynnwys gweithio gyda'r nos ac ar benwythnosau. 14. Gweithio'n annibynnol ar eich liwt eich hun, gan ddefnyddio disgresiwn a gwneud penderfyniadau o ddydd i ddydd i ddatrys problemau a chynorthwyo i gael canlyniadau cadarnhaol. 15. Rheoli lefel sylweddol o bwysau gwaith yn sgil ymyrraeth gyson, newid, newid o ran blaenoriaethau, targedau, terfynau amser, a gofynion annisgwyl sy'n gwrthdaro. 16. Gallu teithio i leoliadau ar draws y sir yn ôl yr angen, a gweithio oriau ychwanegol y tu hwnt i'r oriau swyddfa arferol o bryd i'w gilydd pan fo angen.
Profiad Hanfodol	Profiad blaenorol o'r canlynol :- • Rolau sy'n cynnwys darparu gwybodaeth, cyngor ac arweiniad o safon i gleientiaid, lle mae gan y cyswllt â'r cleient oblygiadau o ran ansawdd y ddarpariaeth, a lle mae natur y cyswllt yn gymhleth ac yn ymestyn dros amrywiaeth o bynciau gwahanol. • Arwain, cynllunio, hwyluso a datblygu prosiectau a mentrau arloesol gyda chydweithwyr a gweithwyr proffesiynol eraill fel rhan o waith aml-asiantaethol. • Gweithio gyda Gofalwyr mewn amgylchedd gofal cymdeithasol, iechyd neu drydydd sector. • Gweithio gydag unigolion a grwpiau ynghyd â chynrychiolwyr o'r cymunedau lleol, y sector statudol a'r trydydd sector. • Monitro effeithiolrwydd prosiectau a mentrau, a'u datblygu'n seiliedig ar dystiolaeth.

	• Trefnu gweithgareddau, digwyddiadau a chyfarfodydd i ymgysylltu â grwpiau cymunedol. • Cynllunio gwasanaethau ar y cyd gydag unigolion a grwpiau a chyflawni'r canlyniadau y cytunwyd arnynt. • Cadeirio a / neu hwyluso cyfarfodydd, gan gofnodi'r camau gweithredu'n gywir a sicrhau'r canlyniadau
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	Wedi cael hyfforddiant i gyflwyno cyrsiau Cydnerthedd a Llesiant Gofalwyr gan gynnwys hyfforddi'r hwyluswyr. Arwyddion diogelwch a llesiant. Diogelu. Bydd gofyn i ddeiliad y swydd gwblhau hyfforddiant a / neu addysg bellach yn unol â gofynion y swydd ac ar gyfer datblygiad personol.

Gofynion Dymunol	
Cymwysterau / Hyfforddiant	NVQ lefel 4 mewn cyngor ac arweiniad Hyfforddi'r Hyfforddwyr Rheoli Prosiectau
Sgiliau Ymarferol / Personol	Mae'n ddymunol i'r ymgeiswyr feddu ar y canlynol: • Gwybodaeth a phrofiad o weithio gyda phobl â dementia a'i /neu ei Gofalwyr. • Ymgysylltu â'r cyhoedd. • Ymchwilio a dylunio gwybodaeth at ddefnydd cyhoeddus. • Profiad o fonitro'r gwaith sydd dan gontract ac sy'n cael ei gomisiynu yn y sector iechyd a gofal cymdeithasol yn ogystal â'r trydydd sector.

Job Description

Post Name	Carers Development Officer
Service	Porth Cymorth Cynnar
Grade	8
Spinal Point/s	18 - 22
Salary	£31,537 - £33,699 per annum
Job Purpose	• The Carers service aims to continually improve the quality and develop the range of support and services available to meet the needs of unpaid Carers of all backgrounds and ages including Parent Carers and Young Carers. • To assist the Carers and community support team manager in supporting the local authority in carrying out its duties towards un- paid Carers in line with current legislation. • To take the lead in agreed areas of work in response to the team's and Carers need
Contractual Work Location/Base	Penmorfa
Hours of Work	37
Type of Contract	Full-time
Contract Duration	Permanent
Line Managers Job Title	Carers and Community Support Coordinator
Supervisory/Managerial Responsibilities	Supervising students and admin staff Mentoring and inducting new workers
Accountability	Responsible for tablet, mobile phone, laptop and monitors
Contractual Terms Associated with the Post	Safeguarding and protecting adults and children at risk are key priorities for us. We aim to support adults, children and young people at risk to ensure they are as safe as they can possibly be. We acknowledge their 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) before appointing to this post.

Duties and Responsibilities

DUTIES

1. Engage with Carers to enable them to feel supported, consulted and heard in the decisions making processes that affect their lives.
2. To help the local authority in its duty to Carers in the implementation of relevant legislation, recommendations and good practice.
3. To work with colleagues across the through age model in engaging with Carers who may access their services
4. Apply analytical skills to a range of practical and complex problems.
5. Facilitate the continual improvement of integrated and appropriate support to Carers across health, social care and the third sectors.
6. Work collaboratively with other local authorities, Health boards and the 3rd sector to share good practice and improve quality of service and outcomes for Carers.
7. Research and develop information and guidance that comply with latest legislation relating to meeting the needs of Carers in Ceredigion
8. Research, design produce and edit, information, support and promotional materials for Carers e.g. Carers magazine, newsletters, leaflets and social media posts.
9. Deliver the Carers Information Service through developing, coordinating and implementing a range of information, activities, and events in person and online across the county and regionally when appropriate.
10. Develop Innovative and creative ways to encourage Carer participation and co-production which contribute to enhanced Carers awareness, and support services
11. Contribute to the continuous Monitoring, evaluation and development of the work undertaken by the Carers Unit and the wider team which can include quality assurance of the services we commission by collating monitoring information and attending monitoring meetings as and when required.
12. To support the implementation and development of young and adult Carers ID cards and develop a range of associated benefits for Carers in line with the national respite agenda.
13. Deliver marketing, presentations, publicity, and information services to a range of individuals and organisations at all levels with varying levels of understanding of work area.
14. To support the investor in Carers Scheme in Ceredigion and ensure the team maintains its gold standard status
15. To work with the team in the development and delivery of the Carers fund and other innovative ways to offer Carers a break from their caring role.
16. Contribute to the continuous improvement and maintenance of a strong and effective administrative environment in which the team operates.
17. Stimulate and maintain partnership opportunities and strong working relationships between the through age Carers and Community Support Team, the third sector, health and social care partners to provide a holistic approach to the needs of Carers in the communities of Ceredigion.

18. Understand the 'bigger picture' and direction of travel of both Ceredigion County Council and of key partners in Health and Social Care and identify opportunities for development work while understanding the risks and impact that may have on the workload of the Carers and Community support team.
19. Design, deliver and support training opportunities to Carers, relevant professionals and others which raises awareness around Carers issues and improves lives for carers.
20. In line with the local authority's protocol and policies work with communications teams and ITC to ensure we maximise the use of the social media, webpages and platforms available to us to connect with cares in a user friendly and interactive manner
21. Promote the active offer of Welsh in all that we do to ensure Carers have the right support, at the right time in the language of their choice.
22. Support the Carers and Community Service team objectives, enabling the team to contribute to the strategic and operational objectives of the Porth Cymorth Cynnar business plans and the Through Age and Wellbeing strategy and action plan
23. Support the maintenance of up to date, confidential and accurate record keeping on all local authority systems.
24. Adhere to all relevant legislation, policies and procedures in order to meet statutory and quality requirements, including those relating to General Data Protection Regulations
25. Promote and represent the local authority on local regional and national groups as and when required.
26. To undertake any other duties commensurate with the level and expectation of the post.

Job Evaluation Post Ref	JD 1492
--------------------------------	---------

Person Specification

Essential Requirements	
Academic / Professional / Technical / Vocational Qualifications	• Youth and community Development qualification OR • Social work degree OR • Health and social Care level 4 OR • Have equivalent demonstrable work experience
Welsh Linguistic Skills:	The following linguistic skills will be required within 2 years of appointment. Listening & Speaking Level 4: Can contribute effectively to internal and external meetings in the context of the job area. Can understand differences in language and dialect. Can argue for or against a specific case. Can chair meetings and answer questions confidently from the Chair. Can give presentations fluently and confidently in the context of the job area. Reading Skills Level 4: Can understand correspondence and reports expressed in standard language. Writing Skills Level 4: Can write business correspondence, short reports, e-mail messages and information literature with editorial assistance.
English Linguistic Skills:	You must possess the following linguistic skills when you start the position. Listening & Speaking Level 5: Can contribute fluently and confidently in relation to all aspects of day-to-day work, including discussing and advising upon technical, specialist or sensitive matters. Reading Skills Level 5: Can understand reports, documents and articles he/she is likely to read during his/her work, including complicated concepts expressed in abstruse terms. Writing Skills Level 5: Can write business correspondence, short reports, e-mail messages and information literature to an acceptable standard with the assistance of language tools. Can write detailed notes in a meeting whilst contributing fully.
Practical and personal skills	1. Comprehensive knowledge of the needs and rights of Carers of all ages and of the issues affecting those for whom they care and of relevant legislation. 2. Think creatively and find innovative solutions to create improvements in services for Carers 3. Excellent and effective listening, communication, presentation and interpersonal skills. 4. An ability to promote and encourage engagement of others at all levels and from a wide range of backgrounds in a range of public and professional settings. 5. Work independently under own initiative, using discretion and decision making on a daily basis to solve problems and influence positive outcomes

	6. Excellent skills in IT applications especially Microsoft Office, Teams and a sound of understanding of the power of social media as a communication and engagement tool. 7. Interpret, analyze and evaluate data and information in order to provide a sound evidence base to justify proposals, recommendations and create reports. 8. Ability to prioritise their own workload within specific timescales, to meet deadlines and targets which are accurately and effectively set. 9. Ability to work with, support and advise community groups and individuals to develop Carer focused activities and projects. 10. Respond sensitively and confidentially in a courteous and professional manner to remarks, queries or complaints received from a variety of sources and in a range of formats 11. Understanding of the Social Services and Well Being Act Wales 2014 and the Welsh Government strategy for Carers 12. Commitment to equality and diversity and willingness to challenge discrimination in all its forms. 13. 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 14. Work independently under own initiative, using discretion and decision making, on a daily basis to solve problems and influence positive outcomes. 15. Manage a considerable level of work-related pressure resulting from frequent interruptions, change, changing priorities, targets, deadlines, and unexpected conflicting demands. 16. Ability to travel to venues across the county as and when required and, work additional hours outside of normal office hours occasionally when service delivery requires.
Required Experience	Previous experience of the following: • Front-facing roles delivering high-quality information, advice and guidance where the client contacts have implications for the quality-of-service delivery and where the nature of contacts is complex and varied across a range of diverse subjects. • Leading, planning facilitating and developing innovative projects and initiatives with colleagues and other professionals as part of multi-agency working • Working with Carers in a social care, health or third sector environment • Working with individuals and groups as well as representatives from local communities, the statutory and third sectors. • Monitoring the effectiveness of projects or initiatives and developing them based on the evidential findings. • Organising activities, events and meetings to engage with community groups • Co-production of services planning and delivering agreed outcomes with individuals and groups.

	Chairing and/or facilitating meetings, ensuring accurate recording of resulting actions and delivering outcomes
Training/education required to be undertaken for the post/worked towards	Trained to facilitate Carers Resilience and Wellbeing courses including training the facilitators. Signs of safety and wellbeing Safeguarding Further training and/ or education to be undertaken as required by the duties of the post and in order to further personal development.

Desirable Requirements	
Qualifications / Training	NVQ level 4 advice and guidance Training the Trainers Project Management
Practical / Personal Skills	- Knowledge and experience of working with people with dementia and or their Carers - Public engagement - Researching and designing information for public use - Experience of contracting and commissioning monitoring in social care, health, third sector.