

Disgrifiad Swydd

Teitl y Swydd	Swyddog Tai – Opsiynau Tai
Gwasanaeth	Porth Cymorth Cynnar
Graddfa	8
Pwynt/iau Cyflog	18 - 22
Cyflog	£31,537 - £33,699 y flwyddyn
Pwrpas y Swydd	Ymdrin ag ystod amrywiol o sefyllfaoedd a phroblemau cymhleth yn unol â gofynion statudol Rhan 2 o Ddeddf Tai (Cymru) 2014. Cymryd camau priodol i atal neu i leddfu digartrefedd, a llunio atebion ymarferol drwy ddarparu ymyriadau amserol, cyngor cynhwysfawr am dai, gwybodaeth, ac eiriolaeth. Pan nad oes modd atal rhywun rhag bod yn ddigartref, ymchwilio i geisiadau digartrefedd a phenderfynu yn eu cylch yn unol â'r ddeddfwriaeth, gan ystyried y gyfraith achosion berthnasol.
Lleoliad Gwaith Cytundebol	Canolfan Rheidol, Aberystwyth
Oriau Gwaith	37 awr yr wythnos
Math o Gytundeb	Llawn-amser
Hyd y Cytundeb	Parhaol
Teitl swydd y Rheolwr Llinell	Uwch Swyddog Tai – Opsiynau Tai
Cyfrifoldebau Goruchwyllo / Rheoli	Dim
Atebolrwydd	Mae'n ofynnol i ddeiliad y swydd weithio'n barhaus o'i ben/phen a'i bastwn/phastwn ei hun, ond bydd cymorth ac arweiniad ar gael o hyd gan y rheolwr llinell ac ymarferwyr eraill ym maes tai, yn ogystal ag mewn deddfwriaeth, canllawiau lleol a chenedlaethol, neu godau ymarfer. Fel awdurdod lleol, rydym wedi ymrwymo i sicrhau gwell canlyniadau o ran diogelwch a llesiant plant, unigolion a theuluoedd ac, i wireddu'r nod hwnnw, mae angen inni fod yn hyderus bod ein cynlluniau i ddatblygu'r gweithlu, i asesu ac i gynllunio gofal yn seiliedig ar dystiolaeth o arferion arloesol ac arferion gorau. Bydd Ceredigion yn darparu gwasanaethau cynaliadwy o ansawdd drwy ddefnyddio dulliau cydgynhyrchu a chydweithredol, gan ganolbwyntio'n glir ar yr hyn sydd o bwys o ran diogelwch a llesiant pobl. Rydym wedi ymrwymo i gydweithio â phlant, unigolion a theuluoedd, a'r asiantaethau sy'n bartneriaid inni ar draws pob sector, i wneud gwahaniaeth cadarnhaol i fywydau pobl. Bydd y Fframwaith Ymarfer Arwyddion Diogelwch yn sylfaen ar gyfer pob agwedd ar y gwaith o ddarparu gwasanaethau ar draws y sefydliad corfforaethol. Bydd hyn yn sicrhau mwy o gysondeb a thryloywder o ran yr hyn y gall unigolion a theuluoedd ei ddisgwyl gennym ar draws y continwwm angen.

	Mae'r Fframwaith Arwyddion Diogelwch yn sicrhau bod pwyslais ar feithrin cryfderau unigolion, teuluoedd a chymunedau ac ar ddatblygu asesiadau cadarn i bennu nodau clir a fydd yn sicrhau bod modd i'r sefydliad ddarparu'r cymorth iawn ar yr adeg iawn i bobl Ceredigion.
Telerau Cytundebol sy'n Gysylltiedig â'r Swydd	
Dyletswyddau a chyfrifoldebau	
- Cydweithio â defnyddwyr gwasanaeth sydd mewn argyfwng i ddarparu cefnogaeth, cyngor a chymorth pwrpasol i'w hatal rhag bod yn ddigartref, a hynny o ran ystod o faterion, gan gynnwys ôl-ddyledion ariannol, tor-perthynas, trais domestig, dewisiadau tai, problemau morgais, cyngor am ddyledion, materion tai a lles, ac unrhyw faterion sy'n ymwneud â landlordiaid a thenantiaid. - Penderfynu a yw defnyddwyr gwasanaeth yn gymwys yn unol â Deddf Tai 2014, cyfweld yr holl ddefnyddwyr gwasanaeth cymwys sy'n ddigartref neu sydd mewn perygl o fod yn ddigartref, gan ddefnyddio technegau cyf-weld amrywiol, er mwyn cymryd camau ataliol ar draws ystod eang o feysydd, darparu gwybodaeth a chynghor cynhwysfawr, atgyfeirio unigolion at bartneriaid, sefydliadau a gwasanaethau, cyfeirio unigolion at asiantaethau eraill, cyfryngu, negodi â landlordiaid/morgeiswyr preifat, cyd-drafod â darparwyr cymorth, tîm yr Adain Budd-dal Tai a'r tîm Taliadau Tai, a chyd-drafod â landlordiaid cymdeithasol cofrestredig i gael hyd i lety amgen. - Asesu anghenion tai a chymorth defnyddwyr y gwasanaeth, a phenderfynu yn eu cylch; paratoi Cynlluniau Tai Personol gyda chleientiaid sy'n amlinellu'r camau y bwriedir eu cymryd, y llinellau amser a'r dyddiadau adolygu. - Cynnal asesiadau fforddiadwyedd gyda chleientiaid, a sicrhau eu bod yn ennill cymaint o incwm â phosibl i ddatrys unrhyw bosibilrwydd y gallent fod yn ddigartref. - Ymweld â phobl yn eu cartrefi yn ôl y gofyn i bennu pa gymorth sydd ei angen arnynt ac i roi cyngor wedi'i dargedu er mwyn atal digartrefedd. - Cynnal ymchwiliadau ac ymholiadau manwl i bennu ffeithiau achosion unigol ac i wneud penderfyniadau sy'n cydymffurfio â'r ddeddfwriaeth er mwyn pennu a oes ar yr awdurdod lleol ddyletswydd statudol. - Pennu a threfnu llety dros dro addas ar y cyd â'r Swyddog Tai – Llety Dros Dro, ac ar ôl cwblhau asesiad risg. - Cynnal cofnodion gweinyddol y gwaith achosion a diweddarau'r systemau TG yn unol â chyfarwyddyd, ysgrifennu adroddiadau a gohebiaeth, paratoi ystadegau, a chadw cofnodion cywir. Rheoli ei (g)waith achosion ei hun, a chymryd rhan yn y system rota ar ddyletswydd yn unol â chyfarwyddyd y rheolwr llinell. - Darparu gwasanaeth budd-daliadau lles, rheoli dyledion ac eiriolaeth i gynorthwyo unigolion â dyledion ac anawsterau ariannol, gan eu cyfeirio'n effeithiol at gyngor arbenigol yn ôl y gofyn. - Cyfeirio ac atgyfeirio unigolion y mae angen cymorth cymhleth neu barhaus arnynt at wasanaethau cymorth priodol eraill. - Helpu i liniaru effaith y Credyd Cynhwysol a'r drefn Diwygio Lles drwy hybu cynhwysiant ariannol. - Cyd-drafod ag awdurdodau lleol eraill, landlordiaid cymdeithasol cofrestredig a landlordiaid ac asiantau preifat, adrannau Gwasanaethau Cymdeithasol, ymddiriedolaethau iechyd, timau iechyd meddwl cymunedol, yr Heddlu, y Gwasanaeth Prawf, llochesi, asiantaethau statudol a gwirfoddol, fel Rhentu Doeth Cymru a'r rheini sy'n ymwneud â chamddefnyddio sylweddau, yn ôl y gofyn, a bod yn bwynt cyswllt ar eu cyfer. - Darparu cyngor, cymorth a chefnogaeth ymarferol yn gynnar i atal/i leihau ôl-ddyledion rhent ac i ymdrin yn effeithiol ag achosion lle ceir dyled ddifrifol o ran rhent i helpu pobl i aros yn eu cartrefi eu hunain/i atal digartrefedd, gan ddarparu cymorth â chynhwysiant ariannol cyffredinol ar y cyd â'r holl asiantaethau perthnasol.	

- Gweithredu ar ôl cael gwybod gan yr Adain Budd-dâl Tai fewnol fod tenantiaid ar fin dod i ddiwedd y cyfnod pan fo ganddynt hawl i'r Taliad Disgresiwn ar Gostau Tai, a darparu cyngor a chymorth priodol.
- Anfon hysbysiadau ysgrifenedig statudol at gleientiaid ar bwyntiau trothwy allweddol, fel y nodir yn Neddf Tai 2014.
- Cadw cofnodion cywir â llaw ac yn electronig at ddibenion archwilio a monitro er mwyn paratoi adroddiadau a ffurflenni ystadegol cywir, fel Ffurflenni Ystadegol WHO12 Llywodraeth Cymru, monitro ei dargedau/thargedau perfformiad ei hun, a darparu tystiolaeth drwy'r gwaith achosion.
- Darparu cyngor a chymorth o ran cynhwysiant ariannol a materion digartrefedd, yn unol â'r ddeddfwriaeth gyfredol, y gyfraith achosion, ac arferion gorau.
- Meddu ar wybodaeth drylwyr am weithdrefnau Amddiffyn Oedolion Agored i Niwed ac Amddiffyn Plant, gan gynnwys y fframweithiau asesu perthnasol, a pharatoi adroddiadau ar gyfer cynadleddau achosion diogelu neu amddiffyn plant yn ôl y gofyn.
- Ymweld yn ddyddiol â chartrefi defnyddwyr gwasanaeth di-drefn ag anghenion cymhleth a all fod yn dueddol o gael pyliau o drais; i wneud hyn, bydd gofyn i'r swyddog wisgo camera neu unrhyw gyfarpar arall y tybir ei fod yn briodol.
- Bob dydd, bydd gofyn i swyddogion ymdrin â materion dadleuol a chael hyd i atebion i helpu defnyddwyr y gwasanaeth i barhau i fyw yn eu cymunedau.

Cyffredinol

- Bydd angen gweithio gyda'r hwyr/nos a/neu ar benwythnosau mewn argyfwng, e.e. llifogydd. Fel arfer, bydd y swyddog yn cael amser o'r gwaith yn gyfnewid am weithio'r oriau hyn.
- Bydd deiliad y swydd yn gweithio mewn swyddfa y cytunir arni, ond gall fod gofyn iddo/iddi weithio mewn swyddfeydd eraill yn y sir hefyd.
- Ymgymryd ag unrhyw ddyletswyddau eraill sy'n briodol i'r swydd y gall fod gofyn iddo/iddi ymgymryd â nhw o bryd i'w gilydd. Mae disgrifiadau swyddi'n ddogfennau gweithio ac ni fwriedir iddynt hepgor unrhyw dasg y gall fod yn rhesymol disgwyl i ddeiliad y swydd ymgymryd â hi yn sgil newidiadau i ddeddfwriaeth ac i bolisïau'r Cyngor.
- Mynd ati mewn ffordd gadarnhaol i weithredu polisïau, gweithdrefnau, codau ymarfer a mentrau'r Cyngor o ran cyfle cyfartal, safonau gwasanaeth personol, ac iechyd a diogelwch, a sicrhau cydymffurfiaeth â nhw.
- Bydd gofyn i ddeiliad y swydd ymlynu wrth y cod a fabwysiadwyd gan y Cyngor o ran ymddygiad swyddogion.

Cyfeirnod at Ddibenion Gwerthuso Swyddi

JD 1151-04

Manyleb y Person

Gofynion Hanfodol	
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	Lefel 3/ Lefel A neu gymhwyster cyfatebol ac O leiaf 3 blynedd o brofiad perthnasol o weithio mewn amgylchedd neu grŵp cleientiaid tebyg ynghyd â phrofiad a gwybodaeth ymarferol o ddigartrefedd / opsiynau tai.
Sgiliau leithyddol Cymraeg:	Bydd angen y sgiliau ieithyddol canlynol o fewn 2 flynedd i'r penodiad. Gwrando a Siarad Lefel 3: Medru deall a chymryd rhan yn y rhan fwyaf o sgysiau arferol o ddydd i ddydd yn y swyddfa. Medru cynnig cyngor i'r cyhoedd ar faterion cyffredinol mewn perthynas a'r swydd, er yn gorfod troi i Saesneg ar gyfer termau technegol neu arbenigol. Medru cyfrannu i gyfarfod neu gyflwyniad ar faterion cyffredinol mewn perthynas a'r swydd, er yn gorfod troi i Saesneg ar gyfer termau technegol neu arbenigol. Sgiliau Darllen Lefel 3: Gallu deall y rhan fwyaf o adroddiadau, dogfennau a gohebiaeth y mae'n debygol o ddod ar eu traws yn ystod y gwaith. Sgiliau Ysgrifennu Lefel 3: Medru llunio negeseuon ac adroddiadau anffurfiol at ddefnydd mewnol.
Sgiliau leithyddol 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	• Unigolyn disgybledig â chymhelliad cryf. • Gallu meithrin perthynas waith effeithiol â phobl yn y • gwasanaeth a thu hwnt. • Gallu ymateb yn bwylllog mewn argyfwng, a gallu ymdrin â • blaenoriaethau gwaith sy'n gwrthdaro â'i gilydd bob dydd.

	• Gallu defnyddio sgiliau dadansoddi i fynd i'r afael â phroblemau ymarferol amrywiol. • Ymrwymiad i roi polisïau, nodau ac amcanion y Cyngor ar waith. • Sicrhau ei fod/bod yn meddu ar wybodaeth dda o hyd am y ddeddfwriaeth, y gyfraith achosion a'r polisïau ym maes tai sy'n berthnasol i'r sector cyhoeddus a'r sector preifat. • Ymrwymiad cadarn i ddarparu gwasanaeth i'r cyhoedd. • Dangos dealltwriaeth dda o dechnegau cyf-weld amrywiol, gan gynnwys dulliau ysgogol ac adferol. • Gallu rheoli a blaenoriaethu llwyth gwaith amrywiol sy'n gofyn llawer. • Sgiliau TG da. • Ymrwymiad y gellir ei ddangos i ofalu am gwsmeriaid, ynghyd â natur gyfeillgar a pharodrwydd i helpu. • Gallu cadw gwybodaeth gyfrinachol.
Profiad Hanfodol	O leiaf tair flynedd o brofiad o weithio mewn amgylchedd tebyg / gyda grŵp tebyg o gleientiaid, ynghyd â phrofiad a gwybodaeth ddigonol am ddigartrefedd / dewisiadau tai.
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	Cynnal ei sgiliau cymhwysedd proffesiynol, ac ymgymryd â hyfforddiant ychwanegol yn ôl y gofyn, gan sicrhau ei fod/bod yn parhau i gydymffurfio â Deddf Tai 2014 neu unrhyw ddeddfau a wneir yn y dyfodol, fel y'u diwygir.

Gofynion Dymunol	
Cymwysterau / Hyfforddiant	Cymhwyster Y Sefydliad Tai Siartredig lefel 4, neu fod yn barod i gwblhau hyfforddiant ychwanegol.
Sgiliau Ymarferol / Personol	Trwydded yrru lawn y DU, neu'r gallu i deithio'n annibynnol, yn hyblyg ac ar fyr rybudd i ddiwallu anghenion y gwasanaeth. Parodrwydd i weithio y tu allan i oriau swyddfa arferol yn ôl y gofyn.

Job Description

Post Name	Housing Officer – Housing Options
Service	Porth Cymorth Cynnar
Grade	8
Spinal Point/s	18 - 22
Salary	£31,537 - £33,699 per annum
Job Purpose	To deal with a diverse range of complex situations and problems in line with the statutory requirements under Part 2 of the Housing (Wales) Act 2014. Take appropriate action to prevent or relieve homelessness and develop practical solutions by providing timely interventions, comprehensive housing advice, information and advocacy. As and when homelessness cannot be prevented, investigate and determine homelessness applications in accordance with the legislation taking account relevant case law.
Contractual Work Location/Base	Canolfan Rheidol, Aberystwyth
Hours of Work	37 hours per week
Type of Contract	Full-time
Contract Duration	Permanent
Line Managers Job Title	Senior Housing Officer – Housing Options
Supervisory/Managerial Responsibilities	None
Accountability	There is a continuous requirement for the post-holder to work on his/her own initiative although support and guidance can always be obtained from the line manager and other Housing Practitioners as well as from legislation, local and national guidelines or Codes of Practice. As a Local Authority, we are committed to delivering improved safety and well-being outcomes for children, individuals and families and, in order to achieve that goal, we need to be confident that our workforce development, assessment and care planning are informed by evidence of innovative and best practice. Ceredigion will deliver sustainable and quality services using co-productive and collaborative methods with a clear focus on what matters to people's safety and well-being. We are committed to working with children, individuals and families and with our partner agencies across all sectors so as to make a positive difference to people's lives. The Signs of Safety Practice Framework will underpin all aspects of service delivery across the corporate Organisation. This will ensure that there is greater consistency and transparency in what individuals and families can expect from us across the continuum of need. The Signs of Safety Framework ensures there is emphasis on building individual, family and community strengths and robust assessment to

	identify clear goals, which will enable the organisation to deliver the right help at the right time to people in Ceredigion.
Contractual Terms Associated with the Post	
Duties and Responsibilities	
• To work with service users in crisis to provide focused support, advice and assistance to prevent homelessness on a range of issues including, financial arrears, relationship breakdown, domestic violence, housing options, mortgage problems, debt advice, housing and welfare issues and all landlord and tenant issues. • Determine eligibility in accordance with the Housing Act 2014, interview all eligible service users who are homeless or threatened with homelessness using a range of interview techniques with a view to taking preventative action across a wide range of areas, providing comprehensive advice and information, referring to partners, organisations and services, sign-posting to other agencies, mediation, negotiating with private landlords/mortgagors, liaising with support providers, Housing Benefit Section/Discretionary Housing Payment team, liaising with Partner RSL's in order to secure alternative accommodation. • To assess and determine service users' housing and support needs; develop Personal Housing Plans with clients setting out proposed actions, timelines and review dates. • To undertake affordability assessments with clients and maximise income to resolve potential homelessness. • To undertake home visits as and when necessary to determine support needs and provide targeted advice to prevent homelessness. • Carry out detailed investigations and enquiries to establish the facts in respect of individual cases and make decisions to comply with legislation in order to determine whether a statutory duty is owed by the local authority. • To identify and arrange suitable interim accommodation in conjunction with the Housing Officer - Temporary Accommodation and following completion of a risk assessment. • To maintain casework administration and update IT systems as directed, write reports, correspondence, prepare statistics, and maintain accurate records. To manage own casework and participate in the duty rota system as directed by the Line Manager. • Provide a welfare benefits, debt management and advocacy service to assist with debt and financial difficulties, with effective signposting for specialist advice as required. • Signpost and refer individuals with complex or ongoing support needs to other appropriate support services. • To help mitigate the impact of Universal Credit and welfare reform through the promotion of Financial Inclusion. • To liaise and act as a point of contact with other local authorities, RSL's and private landlords and agents, Social Services Departments, Health Trusts, Community Mental Health Teams, Police, probation, Refuges, statutory and voluntary agencies such as Rent Smart Wales and those relating to substance misuse, as required • Provide early advice, assistance and practical support to prevent/reduce rent arrears and deal effectively with cases of serious rent debt in order to help people remain in their own homes/prevent homelessness, providing help with overall financial inclusion in partnership with all relevant agencies. • To act upon notification from the in house Housing Benefit section that tenants are approaching the end of a period of Discretionary Housing Payment (DHP) entitlement and provide appropriate advice and assistance. • To issue clients with statutory written notifications at key trigger points as specified in the Housing Act 2014.	

- To maintain accurate manual and electronic records for audit and monitoring purposes in order to produce accurate statistical reports and returns – Welsh Government WHO12 Statistical Returns, monitor own performance targets and evidence through casework.
- Provide advice and support on financial inclusion and homelessness issues in line with current legislation, case law and best practice.
- Thorough knowledge of POVA and Child Protection procedures including the relevant assessment frameworks and prepare reports for safeguarding or child protection case conferences as required.
- To undertake home visits on a daily basis to individual service users who are of a chaotic nature with complex needs with a possible tendency to outbursts of violence, this will necessitate the officer to wear a body cam or other such equipment as deemed appropriate.
- Officers will be required to deal daily with contentious matters and to find solutions to help maintain service users within their own community.

General

- There is a need to work evenings/ nights and/ or weekends in an emergency e.g. flooding. This would normally be taken as time off in lieu (TOIL).
- The post-holder will be based in an agreed office location but may be required to work at other offices within the County
- To carry out any other duties appropriate to the post which may be requested from time to time. Job descriptions are working documents and are not intended to specifically exclude any task which the post holder might reasonably be expected to undertake following changing legislation and Council policies
- To implement positively and ensure compliance with the council's policies, procedures, code of practice and initiatives relating to equal opportunities, personal service standards and health and safety.
- The post holder will be required to adhere to the code of Conduct of officers adopted by the Council.

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Person Specification

Essential Requirements	
Academic / Professional / Technical / Vocational Qualifications	Level 3/ A level or equivalent qualification and Minimum 3 years' relevant experience of working in a similar environment /client group along with experience and a working knowledge of homelessness / housing options
Welsh Linguistic Skills:	The following linguistic skills will be required within 2 years of appointment. Listening and Speaking Level 3: Can understand and participate in most day-to-day non-technical conversations in the office. Can advise the public on general matters within own area of work, but must turn to preferred language for technical or specialist terms. Can contribute to meetings or presentations within own area of work, but must turn to preferred language for technical or specialist terms. Reading Skills Level 3: Can understand most reports, documents and correspondence he/she is likely to encounter during his/her work. Writing Skills Level 3: Can write informal messages and reports for internal use.
English Linguistic Skills:	The following linguistic skills will be required within 2 years of appointment. 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	• Self-motivated and self-disciplined • Able to build effective working relationships within and outside of the service. • Ability to react in an emergency in a calm manner and deal with daily conflicting work priorities. • Ability to apply analytical skills to a range of practical

	• problems. • A commitment to implementing the policies, aims and objectives of the council. • Ensure ongoing good working knowledge of housing legislation, case work and policy relating to the public and private sector. • A strong commitment to providing a service to the public. • Demonstrate a good understanding of various interview techniques including motivational and restorative approach. • Ability to effectively manage and prioritize a diverse and demanding workload. • Good IT skills • A demonstrable commitment to customer care alongside a friendly and helpful disposition. • Ability to hold confidential information.
Required Experience	Minimum 3 years' experience of working in a similar environment /client group along with experience and a working knowledge of homelessness / housing options
Training/education required to be undertaken for the post/worked towards	To maintain professional competency skills and to undertake additional training as required ensuring ongoing compliance with the Housing Act 2014 or any future Acts as amended.

Desirable Requirements	
Qualifications / Training	Chartered Institute of Housing qualification at level 4, or willing to complete additional training.
Practical / Personal Skills	Full UK Driver's Licence or the ability to travel independently, flexibly, and at short notice to meet service needs. Willing to work outside of normal office hours as required.