

Job Description

Job Title: Specialised Disability Service Operations Manager

Pay Grade: 11 £42,839 - £45,091 per annum

Base: Penmorfa, Aberaeron

Job Evaluation Post Ref: JD 1803

Main Purpose of the Job:

Responsible for the development and co-ordination of services in the following fields for individuals living with disabilities:

- **Complex needs and Profound and Multiple Learning Disabilities:** support and care opportunities for individuals of all ages with complex, profound, multiple disabilities (PMD), including Learning Disabilities (LD),
- **Community, Employment and Volunteering:** opportunities and pathways within local communities, including prospects for volunteering, work experience & employment,
- **Transition and Camu 'Mlaen:** opportunities and pathways for individuals either in transition from Childhood to Adulthood or at other key life transition points,
- **Therapies, Positive Behaviour and Trauma Informed Practice:** Provision of therapy sessions (e.g. Art, Music, Dance), Positive Behaviour support services and application of Trauma Informed Practice principles,
- **Dementia, Digital and Wellbeing:** maximising engagement with natural spaces (including woodlands, seaside & gardens), the arts, physical and mental wellbeing services, intergenerational activities and enhancing the development and use of digital platforms.

The role holder will:

- work with a range of internal and external colleagues (including health professionals) to ensure a multi-disciplinary approach in providing a range of specialist support provisions across a range of facilities within the council and the wider community.
- explore and co-ordinate with specialist professionals the use of a range of equipment, resources, technology and communication tools to support service users in achieving their individual goals and outcomes.

The role holder has:

- line management responsibility with requirements to both supervise & co-ordinate daily staff activities (including rota).
- a focus on promoting continuous improvement and to verify that services are being provided in a way that ensures service users assessed needs are met effectively with a person centred and outcomes focused approach.
- facilities management responsibilities along with required Health and Safety and maintenance management elements.

Key Tasks & Responsibilities:

Assessment & Service Provision

- Undertake relevant assessments, e.g., behavioural plans, manual handling, medication and service user specific risks, prior to providing the initial service provision and in consultation with the Team Manager agree the purchase of specialist equipment and / or resources as required.
- Ensure that all support and care plans are reviewed at least quarterly utilising the Signs of Safety approach.

- Develop social interaction and activities for Service users.

Quality & Risk

- Check and monitor attendance, training and safety records relating to staff, carers & volunteers, including equipment, to ensure it is up-to-date and accurate.
- Prepare detailed and evidence-based reports to a high professional standard. Presenting reports to key professionals internally and externally.
- Monitor quality standards using corporate policy and guidelines as well as the legal framework to ensure targets are met.
- Develop, review & implement relevant Policies, Procedures, support plans along with service user packs, utilising a range of Total Communication and Easy Read tools.

Staffing & Operational Co-ordination

- Co-ordinate, deploy & manage staff to an agreed working pattern associated with clients care and support plans.
- Ensure staff have the required skills, experience, training and registration etc. to undertake outreach services.
- Have joint facility management responsibilities, including on site work
- To have responsibility for the management and oversight of medication where assessed, including in response to medical emergencies.
- Develop and implement safe, ethical and respectful risk and physical management practices for staff including Positive Behavioural Management.
- Comply with relevant policies and requirements, including reporting and recording.
- Ensure all staff within the team are clear regarding their role in delivering good outcomes.
- Lead, manage, supervise, support and appraise staff

General Operations

- Meet the objectives within the business plan and the Corporate Strategy including developing funding applications to support specific projects
- Manage emotionally challenging situations involving vulnerable individuals including being potentially exposed to challenging & complex behaviours.
- Regularly work away from office environments in accordance with health and safety processes (including lone working), aligned to the needs of the service and users.
- Deputise for the team manager, when required, at corporate, regional and national level.
- Undertake any other duties commensurate with the level and expectation of the post, including emergency planning; response management and coordination; risk management; and safeguarding

Disclosure & Barring Service Check*: DBS Enhanced Adult and Child

Safeguarding and protecting adults at risk and children are key priorities for us. We aim to support adults at risk, children and young people 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), formerly CRB before appointing to this post.

Essential Professional Registration / Membership: Not Applicable

Person Specification

Essential Requirements

Essential Academic / Professional / Technical / Vocational Qualifications:

- Educated to degree level in a relevant subject, e.g. Health and Social Care, Education, Youth Work
- or
- Equivalent minimum 3 years' experience of working with disabilities and vulnerable individuals. and
- Level 3/4 qualification or above in management/supervision (or the willingness to complete a qualification within 2 years).

Essential experience:

- Co-ordinating and delivering accredited opportunities and knowledge of verification requirements / standards
- Working with vulnerable individuals, awareness of policies and legislation relating to learning disabilities and an understanding of the key issues impacting individuals living with disabilities.
- Child protection and safeguarding procedures
- Working closely with external professionals/key stakeholders; negotiating and advocating on behalf of individuals with learning disabilities to ensure results and outcomes.
- Knowledge of the range of services, departments and agencies supporting vulnerable individuals in Ceredigion
- Collating and disseminating complex information in a range of formats to tight deadlines.
- Reporting and communicating to a range of service users, staff and wider stakeholders.
- Awareness of communication tools and their use including Easy Read, Total Communication & British Sign Language.
- Proven ability to communicate effectively with the public, the people who use services, staff and other professionals.
- Experience of working in a variety of work settings, including outreach, detached, centre-based and community-based.

Essential practical/personal skills:

- Skills and knowledge to complete competency checks & train the trainer activity
- Skills/aptitude to win bids for external funding for promoting pathway opportunities for individuals with learning disabilities
- Knowledge & understanding of developing enterprise opportunities.
- Possess good interpersonal skills & abilities to develop & sustain relationships with a variety of people & partners.
- The ability to / aptitude to learn to communicate in both English and Welsh with excellent negotiation, verbal and written communication skills.
- Innovative and progressive, needs to be able to manage time effectively, arranging and prioritising workloads within deadlines.
- An aptitude to self-evaluate learning needs and actively seek learning opportunities.
- Ability to build positive relationships with vulnerable individuals and be innovative and creative in supporting their development.
- Action orientated with a commitment to the principles of participation and engagement in democratic processes, lifelong learning and achievement.
- Be able to work flexibly with service provision requirements and service user needs. This will include working in residential settings on occasions.
- Excellent attention to detail, accuracy and consistency

- Listen to, understand and accurately interpret complex and detailed instructions and guidance given, and provide alternative solutions as necessary
- Ability to work under pressure, to prioritise accordingly and be able to deal positively with a demanding workload and deliver to tight deadlines
- Enthusiasm, commitment, honesty and integrity
- Passionate, with the ability to motivate others but able to regularly and appropriately deal with conflict, confrontation and controversy across a range of settings.

Functional Skills

- Full UK Driver's Licence or the ability to travel independently, flexibly, and at short notice to meet service needs.
- Intermediate / Advanced level IT Skills including Excel, Word, PowerPoint and MS Project

English Language Skills:

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.

Welsh Language Skills:

Listening & 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 2:** Can understand most short reports and familiar instructions within his/her own area of expertise, provided enough time is given.

Writing Skills

- **Level 2:** Can write a short simple message on paper or by e-mail to a colleague within the Council or a known external contact.

Desirable Requirements

Desirable Academic / Professional / Technical / Vocational Qualifications:

- Level 3/4 qualification or above in management/supervision
- Use of Communication tools, e.g. Widget

Desirable experience:

- Nothing additional to essential

Desirable practical/personal skills:

- British Sign Language qualification

Disgrifiad Swydd

Teitl y Swydd: Gwasanaethau Anableddau Arbenigol – Rheolwr Gweithrediadau

Gradd Cyflog: 11 £42,839 - £45,091 y flwyddyn

Lleoliad: Penmorfa, Aberaeron

Cyfeirnod at Ddibenion Gwerthuso Swyddi: JD 1803

Prif Bwrpas y Swydd:

Cyfrifol am ddatblygu a chydlynu gwasanaethau yn y meysydd canlynol ar gyfer unigolion sy'n byw gyda anableddau:

- **Anghenion Cymhleth a Dysgu Dwys a Lluosog (PMLD):** cyfleoedd gofal a chymorth ar gyfer unigolion o bob oed gyda chyflyrau cymhleth, dwys a lluosog, gan gynnwys Anableddau Dysgu (AD).
- **Cymuned, Cyflogaeth a Gwirfoddoli:** cyfleoedd a llwybrau o fewn cymunedau lleol, gan gynnwys prosectau ar gyfer gwirfoddoli, profiad gwaith a chyflogaeth.
- **Trawsnewid a Camu 'Mlaen:** cyfleoedd a llwybrau ar gyfer unigolion sy'n symud o blentyndod i oedolaeth neu drwy gyfnodau pontio allweddol eraill.
- **Therapiau, Ymddygiad Cadarnhaol a Ymarfer Ymwybodol o Drawma:** darparu sesiynau therapi (e.e. Celf, Cerddoriaeth, Dawns), gwasanaethau cefnogi Ymddygiad Cadarnhaol a gweithredu egwyddorion Ymarfer Ymwybodol o Drawma.
- **Dementia, Digidol a Lles:** manteisio ar fannau naturiol (gan gynnwys coetiroedd, glannau'r môr a gerddi), y celfyddydau, gwasanaethau lles corfforol a meddyliol, gweithgareddau rhwng y cenedlaethau a gwella'r defnydd o blatfformau digidol.

Bydd deiliad y rôl yn:

- gweithio gyda chydweithwyr mewnol ac allanol (gan gynnwys gweithwyr iechyd proffesiynol) i sicrhau dull amlddisgyblaethol o ddarparu ystod o ddarpariaethau cymorth arbenigol ar draws cyfleusterau'r cyngor a'r gymuned ehangach.
- archwilio a chydlynu gyda gweithwyr proffesiynol arbenigol ynghylch defnyddio offer, adnoddau, technoleg ac offer cyfathrebu er mwyn cefnogi defnyddwyr gwasanaeth i gyflawni eu nodau a'u canlyniadau unigol.

Mae gan ddeiliad y rôl:

- gyfrifoldeb rheoli llinell gyda gofynion i oruchwylio a chydlynu gweithgareddau staff o ddydd i ddydd (gan gynnwys rota).
- ffocws ar hyrwyddo gwelliant parhaus ac ar sicrhau bod gwasanaethau'n cael eu darparu mewn ffordd sy'n diwallu anghenion asesedig defnyddwyr gwasanaeth yn effeithiol, gan fabwysiadu dull sy'n canolbwyntio ar y person ac ar ganlyniadau.
- cyfrifoldebau rheoli cyfleusterau ynghyd â'r elfennau angenrheidiol o ran lechyd a Diogelwch a rheoli cynnal a chadw.

Tasgau a Chyfrifoldebau Allweddol:

Asesu a Darparu Gwasanaethau

- Cynnal yr asesiadau perthnasol, e.e. cynlluniau ymddygiad, triniaeth â llaw, meddyginiaeth ac unrhyw risgiau penodol i'r defnyddiwr gwasanaeth, cyn darparu'r ddarpariaeth

gychwynnol. Mewn ymgynghoriad â'r Tîm Rheolwr, cytuno ar brynu offer arbenigol ac/neu adnoddau fel sy'n angenrheidiol.

- Sicrhau bod pob cynllun cymorth a gofal yn cael eu hadolygu o leiaf bob chwarter gan ddefnyddio dull Signs of Safety.
- Datblygu cyfleoedd rhngweithio cymdeithasol a gweithgareddau i ddefnyddwyr gwasanaeth.

Ansawdd a Risg

- Gwirio a monitro presenoldeb, hyfforddiant a chofnodion diogelwch sy'n ymwneud â staff, gofalwyr a gwirfoddolwyr, gan gynnwys offer, i sicrhau eu bod yn gyfredol ac yn gywir.
- Paratoi adroddiadau manwl ac yn seiliedig ar dystiolaeth i safon broffesiynol uchel. Cyflwyno adroddiadau i weithwyr proffesiynol allweddol yn fewnol ac yn allanol.
- Monitro safonau ansawdd gan ddefnyddio polisi corfforaethol, canllawiau a'r fframwaith cyfreithiol i sicrhau bod targedau'n cael eu cyflawni.
- Datblygu, adolygu a gweithredu Polisiâu, Gweithdrefnau, cynlluniau cymorth a phecynnau gwybodaeth i ddefnyddwyr gwasanaeth, gan ddefnyddio ystod o offer Cyfathrebu Cyfan ac Easy Read.

Staffio a Chydlynu Gweithredol

- Cydlynu, cyflogi a rheoli staff yn unol â'r patrwm gwaith a gytunwyd sy'n gysylltiedig â chynlluniau gofal a chymorth cleientiaid.
- Sicrhau bod staff yn meddu ar y sgiliau, profiad, hyfforddiant a chofrestru angenrheidiol i ddarparu gwasanaethau allgymorth.
- Bod â chyfrifoldebau ar y cyd ar gyfer rheoli cyfleusterau, gan gynnwys gwaith ar y safle.
- Bod â chyfrifoldeb am reoli ac arolygu meddyginiaeth lle bo'n briodol, gan gynnwys ymateb i argyfyngau meddygol.
- Datblygu a gweithredu arferion rheoli risg a rheoli corfforol sy'n ddiogel, yn foesegol ac yn barchus ar gyfer staff, gan gynnwys Rheolaeth Ymddygiad Cadarnhaol.
- Cydymffurfio â pholisiâu a gofynion perthnasol, gan gynnwys cofnodi ac adrodd.
- Sicrhau bod pob aelod o'r tîm yn glir ynghylch eu rôl wrth ddarparu canlyniadau cadarnhaol.
- Arwain, rheoli, goruchwyllo, cefnogi ac arfarnu staff.

Gweithrediadau Cyffredinol

- Cyflawni'r amcanion o fewn y cynllun busnes a'r Strategaeth Gorfforaethol, gan gynnwys paratoi ceisiadau cyllido i gefnogi prosiectau penodol.
- Rheoli sefyllfaoedd emosiynol anodd sy'n ymwneud ag unigolion bregus, gan gynnwys bod yn agored i ymddygiadau cymhleth a heriol.
- Gweithio'n rheolaidd y tu hwnt i'r amgylchedd swyddfa yn unol â phrosesau iechyd a diogelwch (gan gynnwys gweithio ar eich pen eich hun) yn unol ag anghenion y gwasanaeth a'r defnyddwyr.
- Dirprwyo ar ran y rheolwr tîm, pan fo angen, ar lefel gorfforaethol, ranbarthol a chenedlaethol.
- Ymgymryd ag unrhyw ddyletswyddau eraill sy'n gymesur â lefel ac disgwyliadau'r rôl, gan gynnwys cynllunio argyfwng; rheoli ac ymateb; rheoli risg; a diogelu.

Gwiriad Gwasanaeth Datgelu a Gwahardd*: DBS Adult and Child and Barred Child

Mae diogelu ac amddiffyn oedolion mewn perygl a phlant yn flaenoriaethau allweddol i ni. Ein nod yw cefnogi oedolion mewn perygl, plant a phobl ifanc er mwyn sicrhau eu bod mor ddiogel ag y gallant fod. Rydym yn cydnabod eu hawl i gael eu diogelu a byddant yn cymryd camau i ddiogelu eu lles. Disgwylir i bob aelod o staff a gwirfoddolwr rannu'r ymrwymiad hwn, a bydd arnom angen Gwiriad Manylach gan y Gwasanaeth Datgelu a Gwahardd (DBS), y Swyddfa Cofnodion Troseddol gynt cyn penodi i'r sywydd hon.

Cofrestriad/Aelodaeth Broffesiynol Hanfodol: Not Applicable

Manyleb Person

Gofynion Hanfodol

Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol Hanfodol:

- Addysgwyd i lefel gradd mewn pwnc perthnasol, e.e. Iechyd a Gofal Cymdeithasol, Addysg, Gwaith Ieuenctid neu
- Lleiafswm o 3 blynedd o brofiad cyfwerth o weithio gyda phobl ag anableddau ac unigolion bregus.
- Cymhwyster Lefel 3/4 neu uwch mewn rheoli/goruchwylio (neu'r parodwydd i gwblhau cymhwyster o fewn 2 flynedd).

Profiad Hanfodol:

- Cydlynu a darparu cyfleoedd achrededig a meddu ar wybodaeth am ofynion / safonau dilysu.
- Gweithio gyda unigolion bregus, gyda dealltwriaeth o'r polisïau a'r ddeddfwriaeth sy'n ymwneud ag anableddau dysgu ac ymwybyddiaeth o'r prif faterion sy'n effeithio ar unigolion sy'n byw gyda anableddau.
- Gweithdrefnau diogelu a diogelu plant.
- Gweithio'n agos gyda gweithwyr proffesiynol allanol / randdeiliaid allweddol; trafod ac eirioli ar ran unigolion ag anableddau dysgu i sicrhau canlyniadau a chanlyniadau cadarnhaol.
- Gwybodaeth am yr ystod o wasanaethau, adrannau ac asiantaethau sy'n cefnogi unigolion bregus yng Ngheredigion.
- Casglu a lledaenu gwybodaeth gymhleth mewn amryw o fformatau o fewn terfynau amser tynn.
- Adrodd a chyfathrebu ag ystod o ddefnyddwyr gwasanaeth, staff a rhanddeiliaid ehangach.
- Ymwybyddiaeth o offer cyfathrebu a'u defnydd, gan gynnwys Easy Read, Cyfathrebu Cyfan a Iaith Arwyddion Prydain.
- Sgiliau profedig i gyfathrebu'n effeithiol gyda'r cyhoedd, defnyddwyr gwasanaeth, staff a gweithwyr proffesiynol eraill.
- Profiad o weithio mewn amrywiaeth o leoliadau gwaith, gan gynnwys allgymorth, gwaith datgysylltiedig, gwaith mewn canolfannau a gwaith yn y gymuned.

Sgiliau ymarferol/personol hanfodol:

- Sgiliau a gwybodaeth i gwblhau gwiriadau cymhwysedd a gweithgareddau hyfforddi'r hyfforddwr.
- Sgiliau / gallu i sicrhau cyllid allanol drwy ennill ceisiadau er mwyn hyrwyddo cyfleoedd llwybr i unigolion ag anableddau dysgu.
- Gwybodaeth a dealltwriaeth o ddatblygu cyfleoedd menter.
- Meddu ar sgiliau rhyngpersonol da a'r gallu i ddatblygu a chynnal perthnasoedd gyda phobol ac ystod o bartneriaid.
- Yr gallu neu'r gallu i ddysgu i gyfathrebu yn Saesneg ac yn Gymraeg gyda sgiliau cyfathrebu rhagorol — negodi, llafar ac ysgrifenedig.
- Arloesol a blaengar, gyda'r gallu i reoli amser yn effeithiol, trefnu a blaenoriaethu gwaith o fewn terfynau amser.
- Gallu i hunan-werthuso anghenion dysgu a cheisio cyfleoedd dysgu yn rhagweithiol.
- Y gallu i adeiladu perthnasoedd cadarnhaol ag unigolion bregus a bod yn arloesol ac yn greadigol wrth gefnogi eu datblygiad.
- Yn gweithredu'n bendant gyda chyfraniad i egwyddorion cyfranogiad ac ymgysylltiad mewn prosesau democrataidd, dysgu gydol oes a chyflawniad.
- Gallu gweithio'n hyblyg yn unol â gofynion y gwasanaeth ac anghenion defnyddwyr. Bydd hyn yn cynnwys gweithio mewn lleoliadau preswyl ar adegau.
- Sylw rhagorol i fanylion, cywirdeb a chysondeb.
- Gwrando, deall ac ymateb yn gywir i gyfarwyddiadau a chanllawiau cymhleth a manylach, a darparu atebion amgen lle bo angen.

- Y gallu i weithio dan bwysau, blaenoriaethu'n briodol a delio'n gadarnhaol â llwyth gwaith heriol a chyflawni o fewn terfynau amser tynn.
- Brwdfrydedd, ymrwymiad, gonestrwydd ac uniondeb.
- Brwdfrydig, gyda'r gallu i ysgogi eraill ond hefyd y gallu i ddelio'n rheolaidd ac yn briodol â gwrthdaro, gwrthdaro personol ac anghytundeb mewn amryw o leoliadau.

Sgiliau Swyddogaethol

- Trwydded yrru lawn y DU, neu'r gallu i deithio'n annibynnol, yn hyblyg ac ar fyr rybudd i ddiwallu anghenion y gwasanaeth.
- Sgiliau TG Canolradd / Uwch gan gynnwys Excel, Word, PowerPoint ac MS Project.

Sgiliau Iaith Saesneg:

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 Iaith Gymraeg:

Gwrando a Siarad:

- **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.

Sgiliau Darllen

- **Lefel 2:** Gallu deall y rhan fwyaf o adroddiadau byr a chyfarwyddiadau arferol o fewn arbenigedd y gwaith, a bod digon o amser wedi ei ganiatáu.

Sgiliau Ysgrifennu

- **Lefel 2:** Medru llunio neges fer syml ar bapur neu e-bost i gydweithiwr o fewn y Cyngor neu gyswllt cyfarwydd y tu allan i'r Cyngor.

Gofynion Dymunol

Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol Dymunol:

- Cymhwyster Lefel 3/4 neu uwch mewn rheoli/goruchwylio
- Defnyddio offer cyfathrebu, e.e. Widget

Profiad Dymunol:

- Dim byd ychwanegol at yr hanfodol

Sgiliau ymarferol/personol dymunol:

- Cymhwyster mewn iaith Arwyddion Prydain