

Disgrifiad Swydd

TEITL Y SWYDD:	Rheolwr Tîm – Opsiynau Tai a Gwasanaethau Cymorth
GWASANAETH:	Porth Cymorth Cynnar – Gwasanaethau Tai
GRADD/CYFLOG:	Gradd 13 (SP 39-41) £50,269 - £52,413
ATEBOL I:	Rheolwr Corfforaethol
LLEOLIAD:	Penmorfa
ORIAU GWAITH:	37 awr yr wythnos

TROSOLWG O FODEL GWASANAETHAU INTEGREDIG DRWY OED A LLESIANT:

Mae Model Gwasanaethau Integredig Drwy Oed a Llesiant yn ffordd newydd o ddiwallu anghenion pobl drwy sicrhau bod y bobl iawn yn eu lle i wneud y penderfyniadau cywir ar yr adeg iawn.

Bydd Model Gwasanaethau Integredig Drwy Oed a Llesiant yn:

- yn bwynt cyswllt cyntaf i drigolion a phartneriaid allweddol
- dylunio a darparu pecynnau atal ac ymyrraeth gynnar wedi'u teilwra i anghenion unigolion
- penderfynu ar y gwasanaethau mwyaf priodol i ddarparu cymorth mewn modd amserol
- monitro a gwerthuso effaith y Cymorth

PRIF DDIBEN Y SWYDD:

- Bod yn gyfrifol am reoli'r Gwasanaeth Opsiynau Tai a'r Gwasanaeth Cymorth Tai;
 - Gwasanaeth Opsiynau Tai.
 - Gwasanaeth Llety.
 - Gwasanaeth Cymorth Tai.
 - Strategaeth a Dyraniadau'r Gofrestr Tai.
- Darparu cyngor, cymorth ac arweiniad gweithredol wrth gyflawni cyfrifoldebau, a darparu cyngor ac arweiniad proffesiynol ar gyfraith digartrefedd, cyngor ar fudd-daliadau lles a materion arian/dyled, rheoli llety, y gofrestr dai gyffredin a darparu gwasanaethau cymorth a gomisiynwyd.
- Sicrhau bod dyletswyddau, polisiâu ac arferion y Gwasanaeth a'r Cyngor mewn perthynas â thai a gwasanaethau cymorth cysylltiedig â thai yn cael eu cyflawni'n effeithlon ac yn effeithiol. Mae hyn yn cynnwys, ond nid yw'n gyfyngedig i, yr ystod o wasanaethau i'r rhai sydd o dan fygythiad o fod yn ddigartref neu sydd yn ddigartref, gan gynnwys darparu cyngor cynhwysfawr ar atal digartrefedd, cynnal asesiadau ac adolygiadau digartrefedd, sicrhau llety dros dro a pharhaol, goruchwylio'r Gofrestr Tai Gyffredin a gwasanaethau cymorth tai. Mae'r rôl yn cwmpasu dyletswyddau statudol a deddfwriaethol allweddol ar ran y Cyngor.
- Bod yn gyswllt allweddol â Rheolwyr Corfforaethol a gweithio gyda Rheolwyr Tîm eraill i sicrhau bod timau'n cael eu rheoli'n gyson i fodloni amcanion corfforaethol a gwasanaeth, a

bod y rhain yn cael eu cydlynu a'u gweithredu'n effeithiol ar draws meysydd gweithredu'r Gwasanaeth.

- Er bod gan Reolwyr Tîm gyfrifoldeb penodol i reoli tîm a/neu swyddogaeth, mae ganddynt hefyd gyfrifoldeb corfforaethol i sicrhau bod gweithgareddau a chamau'r gwasanaeth yn cael eu rheoli'n gyson i gefnogi amcanion a safonau'r Cyngor.
- Gweithio'n greadigol ac ar y cyd i gyrraedd y safonau perfformiad uchaf posibl ym Model Drwy Oed a Llesiant Cyngor Sir Ceredigion.
- Dirprwyo dros Reolwyr Corfforaethol, pan fo angen, ar lefel gorfforaethol, ranbarthol a chenedlaethol.

PRIF ATEBOLRWYDD:

Rheolaethol

- Rheoli staff yn y timau Opsiynau Tai, Llety, Strategaeth a Monitro, a Gwasanaethau Cymorth Tai yn effeithiol.
- Sicrhau bod diwylliant sy'n canolbwyntio ar ddinasyddion a chanlyniadau yn cael ei hyrwyddo bob amser.
- Hyrwyddo ymagwedd sy'n canolbwyntio ar y person bob amser drwy sicrhau gweithredu Model Arwyddion Diogelwch a Llesiant yn ymarferol.
- Gweithio dan gyfarwyddyd y Rheolwyr Corfforaethol i ddatblygu cynigion a gweithredu'r cynllun busnes ar gyfer y tîm.
- Cynorthwyo gyda pharatoi a monitro cyllidebau ar gyfer eu timau/gwasanaethau er mwyn sicrhau darpariaeth gwasanaeth effeithiol ac effeithlon sy'n darparu'r canlyniadau gofynnol i ddinasyddion.
- Darparu cyngor a chymorth proffesiynol yn fewnol ac yn allanol fel sy'n briodol, a nodi opsiynau ar gyfer gweithredu.
- Gweithio gyda'r Rheolwyr Corfforaethol a'u cefnogi i ddarparu'r cyngor a'r gefnogaeth angenrheidiol mewn meysydd arbenigedd penodol i lunio a gweithredu polisiau perthnasol ac effeithiol.
- Gweithio gyda'r Rheolwyr Corfforaethol a'u cefnogi i ddarparu'r cyngor a'r gefnogaeth angenrheidiol mewn meysydd arbenigedd penodol i lunio a gweithredu cynlluniau cymorth unigol perthnasol ac effeithiol.
- Cynnal a hyrwyddo perthnasoedd gweithio agos gyda rhanddeiliaid mewnol ac allanol, a chydweithwyr, er mwyn sicrhau'r buddion mwyaf posibl i'r Cyngor a thrigolion Ceredigion.
- Cynrychioli safbwynt y gwasanaeth ar faterion sy'n effeithio ar ddarpariaeth y Model Drwy Oed a Llesiant i gyffwrdd mewnol ac allanol, dan arweiniad uwch reolwyr.
- Gweithredu fel cynghorydd mewn maes arbenigedd penodol, fel sy'n ofynnol, yn fewnol ac mewn partneriaethau amrywiol ac asiantaethau allanol

Rheoli ansawdd a pherfformiad

- Sicrhau bod anghenion y rhai sy'n defnyddio ein gwasanaethau yn cael eu deall yn llawn ac yn cael eu hystyried wrth ddatblygu, darparu, hyrwyddo a gwella gwasanaethau.
- Sicrhau bod gwasanaethau'n cael eu rheoli a'u darparu mewn ffordd gydgyssylltiedig ac yn unol â'r polisïau a'r safonau cytunedig.
- Cynorthwyo'r Rheolwyr Corfforaethol a'r Swyddogion Arweiniol Corfforaethol i sicrhau bod polisïau a gweithdrefnau'n cael eu diweddarau i adlewyrchu'r ddeddfwriaeth gyfredol a'r arfer gorau.
- Monitro, gwerthuso ac adrodd yn rheolaidd ar berfformiad y tîm yn erbyn cynlluniau gwasanaeth statudol ac anstatudol, cynlluniau busnes a dangosyddion perfformiad.
- Sicrhau bod goruchwyliaeth fyfyrion reolaidd i staff yn digwydd, fel sy'n ofynnol, o fewn yr amserlenni cytunedig.
- Cynorthwyo i nodi, caffael a defnyddio adnoddau ar gyfer y tîm a'r gwasanaeth i gyflawni ei amcanion.
- Cynorthwyo i nodi a mynd ar drywydd ffynonellau priodol o gyllid allanol a ffynonellau/modelau amgen o ddarparu gwasanaethau e.e. drwy weithio mewn partneriaeth i ddarparu gwasanaethau'r Cyngor.
- Cynorthwyo'r Rheolwr Corfforaethol i gynnal ymwybyddiaeth o arferion cenedlaethol a lleol mewn darparu gwasanaethau, er mwyn datblygu atebion arloesol yn y ffordd y darperir gwasanaethau i sicrhau gwelliant parhaus mewn perfformiad.
- Cefnogi'r Rheolwr Corfforaethol i ymchwilio i gwynion a'u rheoli yn unol â pholisïau a gweithdrefnau'r Cyngor.
- Sicrhau safonau uchel o ansawdd a pherfformiad gan bob aelod o staff o fewn y tîm a'r gwasanaeth, cydnabod perfformiad da a mynd i'r afael â pherfformiad gwael yn gadarnhaol ac yn effeithiol.
- Gweithredu a rheoli prosesau sicrhau ansawdd cadarn ac effeithiol.
- Darparu trosolwg i'r Rheolwr Corfforaethol o gryfderau a risgiau'r tîm, gan gynnwys canmoliaeth, sylwadau a chwynion.
- Gweithio gyda Rheolwyr Tîm eraill i ddarparu gwasanaethau'r Cyngor yn effeithiol ac yn effeithlon.
- Cydymffurfio â'r holl godau ymddygiad perthnasol, codau ymarfer proffesiynol a deddfwriaeth benodol i'r sector.
- Cynorthwyo'r Rheolwr Corfforaethol i ymateb yn gyflym ac yn hyblyg i anghenion y Cyngor, ei gwsmeriaid a'i bartneriaid.

- Hyrwyddo 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 ar gyfer argyfyngau; rheoli ac cydlynu ymateb; rheoli risg; a diogelu.

Cyfathrebu

- Adolygu'r dulliau cyfathrebu presennol gyda staff i sicrhau eu bod yn effeithiol ac yn annog adborth dwyffordd.
- Hyrwyddo diwylliant o gyfathrebu mewnol ac allanol cryf fel bod y gwasanaethau a ddatblygwn yn cael eu darparu ar y cyd â dinasyddion, rhanddeiliaid a staff.
- Cynorthwyo'r Rheolwr Corfforaethol i gynnal cyswllt effeithiol ag Uwch Reolwyr, ac, lle bo'n briodol, darparu gwybodaeth a chynghor cynhwysfawr er mwyn sicrhau bod materion angenrheidiol yn cael eu cyfeirio at Uwch Reolwyr neu Aelodau Etholedig i'w penderfynu mewn modd amserol

Swyddogaethol

- Rheoli a datblygu gwasanaeth digartrefedd ac opsiynau tai ymatebol a hyblyg sy'n diwallu anghenion Ceredigion, gan gynnwys darparu llety dros dro addas.
- Gweithredu fel Swyddog Arweiniol wrth nodi a chydlynu gweithredu wedi'i dargedu i fynd i'r afael â digartrefedd, atal digartrefedd ac wrth ddarparu gwasanaethau a gomisiynir drwy'r Grant Cymorth Tai, yn unol â'r ddeddfwriaeth gyfredol ac amodau'r grant.
- Mynychu a chynrychioli'r awdurdod lleol ym mhob Panel a grŵp Rhaglen Digartrefedd a Chymorth Tai Cymru gyfan.
- Cefnogi'r Rheolwr Corfforaethol sy'n darparu arweiniad strategol ar ddatblygu Strategaeth y Rhaglen Cymorth Tai, gan sicrhau bod yr awdurdod lleol yn cyflawni gofynion Llywodraeth Cymru ar gyfer ymyrraeth gynnar, atal a gwasanaethau cymorth cysylltiedig â thai i ddiwallu anghenion dinasyddion lleol.
- Monitro a sicrhau bod trefniadau monitro cadarn ar waith ar gyfer cyflawni Cynllun Cyflawni Blynyddol y Rhaglen Cymorth Tai.
- Darparu goruchwyliaeth a chymorth rheolaethol i sicrhau bod ymchwil ac ymgynghori priodol yn digwydd ac i ddatblygu strategaethau, cynlluniau a pholisïau i alluogi'r awdurdod i gyflawni ei gyfrifoldebau statudol fel Awdurdod Tai Strategol ar gyfer yr ardal.
- Paratoi cyflwyniadau tendro am gyfleoedd cyllido mewn perthynas â gweithgareddau tai'r sector cyhoeddus a phreifat.
- Cytuno a threfnu lleoli atgyfeiriadau llwyddiannus i'r Prosiect Lleihau Niwed a Phrosiect Cyn-droseddwy. Monitro lleoliadau, monitro'r prosiectau a chymryd camau priodol pan fo'n briodol.
- Hyrwyddo perthnasoedd gwaith da gyda phartneriaid mewnol ac allanol er mwyn cynyddu cyfleoedd tai yn y sector preifat i'r rhai mewn angen tai, a datblygu'r Sector Rhentu Preifat er mwyn cyflawni dyletswydd digartrefedd statudol yr awdurdod lleol.
- Datblygu darpariaeth o lety rhent fforddiadwy o ansawdd da ar y cyd ag adrannau ac asiantaethau perthnasol.

- Cynorthwyo i ymchwilio i angen a galw am dai a darparu tystiolaeth o ofynion tai, a chynorthwyo i gynnal y Cofrestrau Tai.
- Gweithio gyda gwasanaethau eraill wrth greu cyfleoedd gwaith a hyfforddiant a fydd yn helpu i wneud y gorau o'r opsiynau tai sydd ar gael i'r rhai mewn angen tai.
- Derbyn ceisiadau digartrefedd yn ôl yr angen, gwneud ymchwiliadau ac ymholiadau priodol a dod i benderfyniadau yn unol â Deddf Tai (Cymru) 2014. Hefyd cynnal adolygiadau digartrefedd fel sy'n ofynnol a chynorthwyo, pan fo angen, gyda'r broses apelio.
- Sicrhau bod ansawdd y llety dros dro yn bodloni Gorchymyn Addasrwydd Llety (Cymru) 2015.
- Arwain a rheoli'r broses o greu llety dros dro newydd ar les ac o derfynu trefniadau les. Negodi gyda'r landlord i sicrhau bod y Cyngor yn cael gwerth am arian ac bod y llety yn cydymffurfio â'r gofynion.
- Mynychu cyfarfodydd MAPPA, POVA, Diogelu Plant a MARAC fel swyddog arweiniol.
- Arwain ar ddarparu tai brys yn ôl yr angen gan Gyngor Sir Ceredigion yn achos tân, llifogydd neu drychineb, gan gynnwys y tu allan i oriau gwaith arferol a gontractiwyd.
- Cynnal ymweliadau cartref er mwyn atal digartrefedd o ganlyniad i gael eich eithrio gan riant/berthynas/ffrind, troi allan gan landlord neu'r angen am gyngor lles.
- Disgwylir i ddeiliad y swydd weithio y tu allan i oriau swyddfa arferol o bryd i'w gilydd yn ôl yr angen er mwyn sicrhau bod dyletswyddau statudol yr Awdurdod yn cael eu cyflawni'n briodol ac yn effeithiol.

CYNGOR SIR CEREDIGION

RHEOLWR TÎM –

Opsiynau Tai a Gwasanaethau Cymorth

MANYLEB Y PERSON

	Hanfodol neu Ddymunol
Cymwysterau	
Sefydliad Siartredig Tai Lefel 5 neu gymhwyster tebyg	Hanfodol
Aelod graddedig / aelod pleidleisio o'r Sefydliad Siartredig Tai (CIH)	Dymunol
Hyfforddiant uwch Arwyddion Diogelwch (neu ymrwymiad i ymgymryd â'r hyfforddiant o fewn y 12 mis nesaf)	Hanfodol
Tystiolaeth o Ddatblygiad Proffesiynol Parhaus	Hanfodol
Cymhwyster rheoli cydnabyddedig (neu ymrwymiad i gyflawni cymhwyster rheoli cydnabyddedig o fewn 2 flynedd)	Hanfodol
Profiad perthnasol	
O leiaf 5 mlynedd o brofiad o weithio ym maes tai neu amgylchedd/grŵp cleientiaid tebyg.	Hanfodol
Profiad o rôl reoli mewn tîm/swyddogaeth berthnasol, a'r gallu i ddangos cyflawniad o ran dylanwadu ar berfformiad llwyddiannus a/neu welliant	Hanfodol
Profiad o gyflwyno proses rheoli newid lwyddiannus	Dymunol
Profiad o weithio mewn lleoliad amlddisgyblaethol	Dymunol
Darparu gwasanaethau	
Dealltwriaeth dda o ddeddfwriaeth a rheoleiddio fel y mae'n ymwneud â'r sector tai	Hanfodol
Dealltwriaeth dda o fframwaith ymarfer Arwyddion Diogelwch a sut y caiff ei gymhwyso yn ymarferol	Hanfodol
Tystiolaeth o ddatblygu gweithdrefnau yn llwyddiannus mewn meysydd cyfrifoldeb penodol sy'n arwain at ddarparu gwasanaeth o ansawdd uchel	Hanfodol
Dealltwriaeth dda o brosesau rheoli perfformiad a chynllunio busnes i yrru gwelliant perfformiad parhaus	Hanfodol

Ymrwymiad i ffyrdd corfforaethol o weithio ar draws y Model Drwy Oed a Llesiant	Hanfodol
Dealltwriaeth dda o'r holl godau ymddygiad a chodau ymarfer proffesiynol perthnasol, a chydymffurfiaeth â hwy	Hanfodol
Rheoli adnoddau	
Profiad o reoli adnoddau ariannol yn unol â pholisïau a blaenoriaethau cytunedig, ac o fewn y fframwaith ffurfiol o safonau cost ac ansawdd	Hanfodol
Hanes o arwain, rheoli a gwella timau yn llwyddiannus yn barhaus	Hanfodol
Gweithio mewn partneriaeth	
Tystiolaeth o weithio'n llwyddiannus gyda rhanddeiliaid mewnol ac allanol gan arwain at ddarparu gwasanaeth o ansawdd uchel	Hanfodol
Effeithiolrwydd personol / Sgiliau allweddol	
Sgiliau trefnu rhagorol, y gallu i flaenoriaethu gwaith a gwneud penderfyniadau'n glir, gan gynnwys rhesymu	Hanfodol
Sgiliau rheoli ac arwain effeithiol, gyda'r gallu i feddwl yn greadigol ac yn arloesol ac i droi syniadau yn weithredu effeithiol, gan ddangos agoredrwydd i syniadau newydd	Hanfodol
Ymrwymiad i egwyddorion ac arferion gofal cwsmer, gan sicrhau rhagoriaeth mewn darparu gwasanaeth a chydabod ei effaith ar y rhai sy'n defnyddio'r gwasanaeth	Hanfodol
Lefel uchel o sgiliau digidol/TG a sgiliau cyfathrebu rhagorol, yn ysgrifenedig ac ar lafar	Hanfodol
Y gallu i weithio dan bwysau at derfynau amser tynn	Hanfodol
Ymrwymiad clir i gynnal egwyddorion cydraddoldeb ac amrywiaeth	Hanfodol
Amgylchiadau personol	
Rhaid meddu ar drwydded yrru lawn	Hanfodol
Y gallu i weithio'n effeithiol o'r cartref, gan gynnwys cyflymder band eang dibynadwy o ansawdd da	Dymunol
Deall yr hyblygrwydd sydd ei angen yn y rôl o ganlyniad i anghenion y gwasanaeth ac, o ganlyniad, y gall y rôl gynnwys gweithio gyda'r nos ac ar benwythnosau	Hanfodol
Gallu ieithyddol	
Y gallu i ymgymryd â'r tasgau uchod drwy gyfrwng y Gymraeg. Gall y Cyngor ystyried ymgeisydd pan gytunir ar ymrwymiad i gyrraedd Lefel ALTE 4 (llafar), Lefel 3 (darllen) a Lefel 3 (ysgrifennu) o fewn dwy flynedd.	Hanfodol
Cyfyngiad gwleidyddol	
Dim	

Job Description

POST TITLE:	Team Manager – Housing Options and Support Services
SERVICE:	Porth Cymorth Cynnar – Housing Services
GRADE/SALARY:	Grade 13 £50,269 – 52,413
ACCOUNTABLE TO:	Corporate Manager
LOCATION:	Penmorfa, Aberaeron
HOURS OR WORK:	37 hours per week

OVERVIEW OF THROUGH AGE AND WELLBEING INTEGRATED SERVICES MODEL:

Through Age and Wellbeing Integrated Services Model is a new way of meeting people's needs by ensuring that the right people are in place to make the right decisions at the right time.

Through Age and Wellbeing Integrated Services Model will:

- be the first point of contact for residents and key partners
- design and deliver early prevention and intervention packages bespoke to individuals' needs
- decide upon the most appropriate services to deliver support in a time-related manner
- monitor and evaluate the impact of support

MAIN PURPOSE OF JOB

- To be responsible for the management of the Housing Options and Housing Support Services;
 - Housing Options Service
 - Accommodations Service
 - Housing Support Service
 - Strategy & Housing Register Allocations
- To provide operational advice, support and guidance in carrying out their responsibilities and to provide professional advice and guidance on homelessness law, welfare benefits advice and money/debt related issues, management of accommodation, common housing register and delivery of commissioned support services.
- To ensure the efficient and effective discharge of the Service's and Council's duties, policies and practices in relation to housing and housing related support services. This includes but is not exclusive to the range of services to those who are threatened with or actually homeless, including providing comprehensive homeless prevention advice, undertaking homelessness assessments and reviews, securing temporary and permanent accommodation, oversight of the Common Housing Register and housing support services. The role encompasses key statutory and legislative duties on behalf of the Council.
- To provide a key link with Corporate Managers and work with other Team Managers 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 Team Managers have specific responsibility to manage a team 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 Corporate Managers, when required, at corporate, regional and national level

PRINCIPAL ACCOUNTABILITIES:

Managerial

- To manage staff in Housing Options, Accommodations, Strategy and Monitoring and Housing Support Services teams effectively.
- Ensure that a citizen and outcomes focussed culture is promoted at all times.
- Promote a person centred approach at all times by ensuring the implementation of the Signs of Safety and Wellbeing model in practice.
- To work under the direction of the Corporate Managers to develop proposals and implement the business plan for the team.
- To assist in the preparation and monitoring of budgets for their teams/services to ensure effective and efficient service delivery that provides the required outcomes for citizens.
- Provide professional advice and support internally and externally as appropriate and identify options for action.
- To work with and support Corporate Managers in providing the necessary advice and support in specific areas of expertise to formulate and implement relevant and effective policies.
- To work with and support Corporate Managers in providing the necessary advice and support in specific areas of expertise to formulate and implement relevant and effective individual support plans.
- 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 act as adviser on specific area of expertise, as required, internally and with various partnerships and external agencies.

Quality and performance management

- 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 Corporate Managers and Corporate Lead Officers 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 in identifying, procuring and deploying resources for the team and service to meet its objectives.
- To assist in identifying and pursuing sources of appropriate external funding and alternative sources/models of service delivery e.g. through partnership working to deliver Council services.
- Assist the Corporate 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 Corporate Manager in investigating and managing complaints in line with the Council's policies and procedures.
- 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 implement and manage a robust and effective quality assurance processes.
- To provide the Corporate Manager with an overview of team strengths and risks, including compliments, comments and complaints.
- To work with other Team Managers to deliver effective and efficient Council services.
- To comply with all relevant codes of conduct, codes of professional practice and sector specific legislation.
- To assist the Corporate Manager to quickly and flexibly react to the needs of the Council, its customers and partners.
- 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.

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 Corporate 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

- Manage and develop a responsive, flexible homelessness and housing options service which meets the needs of Ceredigion including the provision of suitable temporary accommodation.
- Act as Lead Officer in identifying and coordinating targeted action to address homelessness, prevent homelessness and in the provision of Housing Support Grant commissioned services in line with current legislation and grant conditions.
- Attend and represent the local authority at all Wales Homeless and Housing Support Programme Panels and groups.
- Support the Corporate Manager who will provide the strategic lead for the development of the Housing Support Programme Strategy ensuring that the local authority fulfils Welsh Government requirements for early intervention, prevention and housing related support services to meet the needs of local citizens.
- To monitor and ensure robust monitoring arrangements are in place for the delivery of the annual Housing Support Programme Delivery Plan.
- Provide managerial oversight and support to ensure appropriate research and consultation takes place and to develop strategies, plans and policies to enable the authority to discharge its statutory responsibilities as the Strategic Housing Authority for the area.
- Prepare bid submission for funding opportunities in relation to public and private sector housing activities.
- Agree and arrange the placement of successful referrals into the Harm Reduction Project and Ex-offenders Project. Monitor placement, monitor the projects and take appropriate action as and when appropriate.
- To promote good working relationships both with internal and external partners to maximize housing opportunities within the private sector for those in housing need and to develop the Private Rented Sector in order to discharge the local authorities statutory homelessness duty.
- To develop the provision of affordable, good quality rented accommodation in conjunction with relevant departments and agencies.
- To help research housing need and demand and provide evidence of housing requirements and assist in maintaining the Housing Registers.
- To work with other services in the creation of jobs and training opportunities which will help maximize the housing options available to those in housing need.
- To take homeless applications as and when necessary, make appropriate investigations, enquiries and reach decisions in accordance with the Housing (Wales) Act 2014. Also to undertake homeless reviews as required and assist when necessary with the appeal process.

- Ensure that the quality of the temporary accommodation meets the Suitability of Accommodation (Wales) Order 2015.
- To lead and manage the creation of new leased temporary accommodation and termination of lease arrangements. Negotiating with the landlord to ensure that the Council has best value and accommodation conforms to requirements.
- To attend MAPPA, POVA, Child Protection, and MARAC meetings as lead officer.
- To lead with the provision of emergency housing as required by Ceredigion County Council in the event of fire, flood or disaster, including outside of normal contracted working hours.
- Carrying out home visits in order to prevent homelessness as a result of parent/relative/friend exclusion/ landlord eviction or the need for welfare advice.
- The post holder will be expected to work outside normal office hours as and when required in order to ensure the proper and effective discharge of the Authority's statutory duties.

CEREDIGION COUNTY COUNCIL

TEAM MANAGER –

Housing Options and Support Services

PERSON SPECIFICATION

	Essential or Desirable
Qualifications	
Chartered Institute of Housing Level 5 or similar qualification	Essential
Graduate / Voting member of Chartered Institute of Housing (CIH)	Desirable
Signs of Safety Advance training (or a commitment to undertake the training within the next 12 months)	Essential
Evidence of Continued Professional Development	Essential
A recognised management qualification (or a commitment to achieve a recognised management qualification within 2 years)	Essential
Relevant Experience	
Minimum of 5 years' experience of working in housing or a similar environment/ client group.	Essential
Experience of a management role in a relevant team/function and be able to demonstrate achievement in influencing successful performance and/or improvement	Essential
Experience of delivering a successful managing change process	Desirable
Experience of working in a multi-disciplinary setting	Desirable
Service Delivery	
A good understanding of legislation and regulation as it relates to the Housing Sector	Essential
A good understanding of the Signs of Safety practice framework and how it is applied in practice	Essential
Evidence of successful development of procedures in areas of specific responsibility that result in high quality service delivery	Essential
A good understanding of performance management and business planning processes to drive continuous performance improvement	Essential
A commitment to corporate ways of working across the Through Age and Wellbeing model	Essential
A good understanding of, and compliance with, all relevant codes of conduct and codes of professional practice	Essential
Resource Management	

Experience of managing financial resources in accordance with agreed policies, priorities and within the formal framework of cost and quality standards	Essential
Track record of successfully leading, managing and continuously improving teams	Essential
Partnership Working	
Evidence of successful working with internal and external stakeholders resulting in high quality service delivery	Essential
Personal Effectiveness / Key Skills	
Excellent organisational skills, the ability to prioritise work and clarity of decision making, including reasoning	Essential
Effective management and leadership skills with the ability to think, creatively and innovatively and to put ideas into effective action whilst demonstrating openness to new ideas	Essential
Commitment to the principles and practices of customer care, ensuring excellence in service delivery and recognition of its impact on the those accessing the service	Essential
High level of digital/IT skills and excellent communication skills, both written and verbal	Essential
Ability to work under pressure to tight deadlines	Essential
Clear commitment to uphold the principles of equality and diversity	Essential
Personal Circumstances	
Must hold a full driving licence	Essential
The ability to work effectively from home, including good quality reliable broadband speed	Desirable
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	Essential
Linguistic Ability	
The ability to undertake the above tasks through the medium of the Welsh Language. The Council may consider a candidate where the commitment to attain ALTE Level 4, (spoken), Level 3 (reading) and Level 3 (writing) within two years is agreed	Essential
Political Restriction	
None	