

# Disgrifiad Swydd

**Teitl y Swydd:** Swyddog Cymorth Gofal a Alluogir gan Dechnoleg a Gwasanaethau Synhwyrdd

**Gradd Cyflog:** 7

**Cyfeirnod Gwerthuso Swyddi:** JD1900-01

## Prif Ddiben y Swydd:

- Darparu rôl dechnegol, asesu a chymorth gyfunol o fewn Gofal a Alluogir gan Dechnoleg (TEC) a Gwasanaethau Synhwyrdd, gan gynnwys gosod, ffurfweddu ac addasu datrysiadau technoleg gynorthwyol, ochr yn ochr â swyddogaethau Asesydd Dibynadwy Lefel 3 (TA3) i asesu anghenion ac argymell datrysiadau.
- Mae'r swydd hefyd yn cefnogi cyflwyno gweithredol Canolfan Byw'n Annibynnol Penmorfa, gan gyfrannu at atal ac ymyrraeth gynnar i hyrwyddo annibyniaeth, diogelwch a lles preswylwyr.

## Prif Dasgau a Chyfrifoldebau:

- Cefnogi darparu Teleofal (TEC) a Gwasanaethau Synhwyrdd drwy gynorthwyo ag asesu, darparu, gosod, addasu a chynnal datrysiadau technoleg gynorthwyol (AT) i unigolion yn eu cartrefi eu hunain, mewn lleoliadau gofal neu mewn amgylcheddau cymunedol, yn unol â gweithdrefnau'r gwasanaeth ac o dan oruchwyliaeth Cydlynwyr, gan gynnwys datrysiadau pwrpasol lle bo angen.
- Ymgymryd â gweithgareddau Asesydd Dibynadwy Lefel 3 o fewn fframweithiau cymhwysedd cytunedig, gan gasglu a dadansoddi gwybodaeth gan ddefnyddwyr gwasanaeth, teuluoedd, gofalwyr a gweithwyr proffesiynol er mwyn argymell offer, datrysiadau teleofal ac addasiadau bach priodol sy'n hyrwyddo annibyniaeth, diogelwch a lles.
- Mynychu cartrefi defnyddwyr gwasanaeth a lleoliadau gofal eraill fel gweithiwr unigol i ddarparu offer, gan sicrhau bod pob gwaith yn cydymffurfio â chanllawiau'r gwneuthurwr, gofynion iechyd a diogelwch, gweithdrefnau rheoli risg a deddfwriaeth berthnasol, yn enwedig lle gall unigolion fod â nam gwybyddol, dementia, anableddau corfforol neu anghenion cymhleth.
- Nodi, diagnosis a datrys namau neu faterion gweithredol gydag offer sydd wedi'i osod, gan gynnwys ymateb yn rheolaidd i sefyllfaoedd brys neu argyfyngus a all darfu ar amserlenni gwaith wedi'u cynllunio, er mwyn cynnal parhad gwasanaeth a lleihau risg i unigolion agored i niwed.
- Darparu cyngor, cyfarwyddyd a hyfforddiant anffurfiol clir i ddefnyddwyr gwasanaeth, teuluoedd, gofalwyr a staff proffesiynol ar ddefnyddio technoleg gynorthwyol yn ddiogel ac yn effeithiol, gan sicrhau bod gwybodaeth yn cael ei chyfleu'n sensitif ac mewn modd hygyrch.
- Cyflwyno arddangosiadau a hyfforddiant ffurfiol, lle bo angen, ar offer teleofal a thechnoleg gynorthwyol i dimau ymateb, staff gofal ac

asiantaethau partner i gefnogi defnydd effeithiol o offer ar draws y gwasanaeth.

- Gweithio mewn partneriaeth â staff Therapi Galwedigaethol, gweithwyr iechyd proffesiynol, timau gofal cymdeithasol a sefydliadau gwirfoddol sy'n cyfeirio at y gwasanaeth. Sicrhau cymorth cydgysylltiedig sy'n canolbwyntio ar yr unigolyn a chyfeiriadau priodol lle nodir anghenion ychwanegol.
- Cefnogi swyddogaethau gweithredol Canolfan Byw'n Annibynnol Penmorfa, gan gynnwys ymgysylltu â'r cyhoedd, paratoi offer, monitro stoc, cadw cofnodion, trin data a chynnal dogfennaeth gywir yn unol â gofynion y gwasanaeth a safonau llywodraethu gwybodaeth.
- Cyfrannu at ddatblygu'r gwasanaeth drwy nodi a datblygu datrysiadau offer newydd, cymryd rhan mewn adolygiadau o astudiaethau achos, a chynnal gwybodaeth gyfredol am dechnolegau cynorthwyol sy'n dod i'r amlwg.
- Rheoli gwybodaeth gyfrinachol a sensitif yn briodol, cynnal cofnodion cywir o asesiadau, gosodiadau ac ymyriadau, a chydymffurfio â'r holl bolisiâu, gweithdrefnau a safonau proffesiynol perthnasol.
- Hyrwyddo annibyniaeth, dewis, urddas ac ymreolaeth i ddefnyddwyr gwasanaeth, gan weithio yn unol â gweithdrefnau diogelu, dyletswyddau cydraddoldeb ac egwyddorion ymarfer cryfderau ac ymarfer sy'n canolbwyntio ar yr unigolyn o fewn Model Llesiant Trwy Oed Ceredigion.

**Gwiriad Gwasanaeth Datgelu a Gwahardd\*:** DBS Enhanced Adult

**Cofrestriad/Aelodaeth Broffesiynol Hanfodol:** Ddim yn berthnasol

# Manyleb Person

## Gofynion Hanfodol

### **Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol Hanfodol:**

- TGAU gradd C/4 neu uwch (neu gyfwerth), gan gynnwys mathemateg a Saesneg.
- Cymhwyster Lefel 3 perthnasol (e.e. NVQ lefel 3/Diploma/OND) mewn maes cysylltiedig megis Iechyd a Gofal Cymdeithasol, Peirianneg, TG neu debyg, neu allu dangos hyd at 2 flynedd o brofiad perthnasol.
- Gallu cyflawni Asesydd Dibynadwy 3 (TA3) o fewn amserlenni cytunedig.

### **Profiad Hanfodol:**

- O leiaf 2 flynedd o brofiad perthnasol mewn rôl sy'n cefnogi byw'n annibynnol, gan gynnwys asesu, gosod neu ddefnyddio technoleg gynorthwyol neu ddatrysiadau sy'n seiliedig ar offer.
- Profiad o weithio gydag unigolion agored i niwed, gan gynnwys y rhai ag anghenion cymhleth megis dementia, anableddau corfforol neu nam synhwyrdd.
- Profiad o weithio mewn partneriaeth â gweithwyr proffesiynol (e.e. iechyd, gofal cymdeithasol neu'r trydydd sector) i ddarparu cymorth sy'n canolbwyntio ar yr unigolyn.
- Profiad o ddatrys problemau mewn sefyllfaoedd nad ydynt yn arferol, gan gynnwys addasu neu newid datrysiadau i ddiwallu anghenion unigol.

### **Sgiliau ymarferol/personol hanfodol:**

- Gallu ymgymryd ag ystod eang o dasgau ymarferol, technegol ac asesu, llawer ohonynt yn rhai nad ydynt yn arferol ac sy'n gofyn am fenter a datrys problemau.
- Sgiliau ymarferol wrth osod, ffurfweddu, addasu a chanfod namau mewn technoleg gynorthwyol ac offer teleofal.
- Gallu asesu anghenion a risgiau, gan ddefnyddio barn i argymhell datrysiadau priodol sy'n hyrwyddo annibyniaeth a diogelwch.
- Gallu gweithio'n annibynnol fel gweithiwr unigol, gan reoli risg yng nghartrefi defnyddwyr gwasanaeth ac mewn lleoliadau cymunedol.
- Gallu blaenoriaethu llwyth gwaith ac ymateb i sefyllfaoedd sy'n newid neu sy'n frys.
- Gallu gweithio'n effeithiol gyda defnyddwyr gwasanaeth, gofalwyr a gweithwyr proffesiynol i ddarparu cymorth sy'n canolbwyntio ar yr unigolyn.
- Gallu cyfathrebu'n glir ac yn sensitif, gan gynnwys esbonio gwybodaeth dechnegol a darparu arweiniad neu gyfarwyddyd.
- Gallu dadansoddi problemau a datblygu datrysiadau ymarferol, gan gynnwys addasu dulliau lle bo angen.
- Sgiliau TG digonol i gynnal cofnodion cywir a defnyddio systemau'r gwasanaeth.

- Dealltwriaeth o gyfrinachedd, diogelu a gweithio gydag unigolion agored i niwed.
- Sgiliau ymarferol wrth ddefnyddio offer a chyfarpar sylfaenol yn ddiogel ac yn briodol i gefnogi gosod, ffurfweddu a chynnal offer Gofal a Alluogir gan Dechnoleg (TEC).

### **Sgiliau Iaith Saesneg:**

Gwrando a Siarad:

- **Lefel 5:** Gall gyfrannu'n rhugl ac yn hyderus mewn perthynas â phob agwedd ar waith o ddydd i ddydd, gan gynnwys trafod a chynghori ar faterion technegol, arbenigol neu sensitif.

Sgiliau Darllen

- **Lefel 5:** Gall ddeall adroddiadau, dogfennau ac erthyglau y mae'n debygol o'u darllen yn ystod ei waith, gan gynnwys cysyniadau cymhleth wedi'u mynegi mewn termau anodd.

Sgiliau Ysgrifennu

- **Lefel 5:** Gall ysgrifennu gohebiaeth fusnes, adroddiadau byr, negeseuon ebost a llenyddiaeth wybodaeth i safon dderbyniol gyda chymorth offer iaith. Gall ysgrifennu nodiadau manwl mewn cyfarfod tra'n gyfrannu'n llawn,

### **Sgiliau Iaith Gymraeg:**

Gwrando a Siarad:

- **Lefel 3:** Gall ddeall a chymryd rhan yn y rhan fwyaf o sgysiau dyddiol an-dechnegol yn y swyddfa. Gall gynghori'r cyhoedd ar faterion cyffredinol o fewn ei faes gwaith ei hun, ond rhaid troi at yr iaith ddewisol ar gyfer termau technegol neu arbenigol. Gall gyfrannu at gyfarfodydd neu gyflwyniadau o fewn ei faes gwaith ei hun, ond rhaid troi at yr iaith ddewisol ar gyfer termau technegol neu arbenigol.

Sgiliau Darllen

- **Lefel 2:** Gall ddeall y rhan fwyaf o adroddiadau byr a chyfarwyddiadau cyfarwydd o fewn ei faes arbenigedd ei hun, ar yr amod y rhoddir digon o amser.

Sgiliau Ysgrifennu

- **Lefel 2:** Gall ysgrifennu neges fer syml ar bapur neu drwy ebost at gydweithiwr o fewn y Cyngor neu gyswllt allanol hysbys.

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## Gofynion Dymunol

### **Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol Dymunol:**

- Hyffoirddiant neu ardystiad perthnasol mewn teleofal, technoleg gynorthwyol neu wasanaethau synhwyraidd.

- Cymhwyster mewn iechyd a gofal cymdeithasol, peirianeg, electroneg neu faes cysylltiedig.

**Profiad Dymunol:**

- Profiad o weithio o fewn Gofal a Alluogir gan Dechnoleg. Teleofal neu wasanaethau technoleg gynorthwyl.
- Ymwybyddiaeth o rôl TEC o fewn llwybrau atal, rhyddhau o'r ysbyty a yw'n annibynnol.

**Sgiliau ymarferol/personol dymunol:**

- Gallu datblygu neu addasu datrysiadau i ddiwallu anghenion cymhleth neu anghyffredin.
- Gallu cefnogi mentrau datblygu neu wella Gwasanaeth.
- Ymwybyddiaeth o dechnolegau sy'n dod i'r amlwg a'u defnydd wrth gefnogi byw'n annibynnol.

# Job Description

**Job Title:** Support Officer Technology Enabled Care and Sensory Services

**Pay Grade:** 7

**Job Evaluation Reference:** JD1900-01

## **Main Purpose of the Job:**

- To deliver a combined technical, assessment and support role within Technology Enabled Care (TEC) & Sensory Services, including installation, configuration and adaptation of assistive technology solutions, alongside Trusted Assessor Level 3 (TA3) functions to assess needs and recommend solutions.
- The post also supports the operational delivery of the Penmorfa Centre for Independent Living, contributing to prevention and early intervention to promote independence, safety and wellbeing to residents.

## **Key Tasks & Responsibilities:**

- To support the delivery of Telecare (TEC) and Sensory Services by assisting in the assessment, provision, installation, adaptation and maintenance of assistive technology (AT) solutions for individuals in their own homes, care settings or community environments, in accordance with service procedures and under the supervision of Coordinators. Including bespoke solutions where necessary.
- To undertake Trusted Assessor Level 3 activities within agreed competency frameworks, gathering and analysing information from service users, families, carers and professionals to recommend appropriate equipment, telecare solutions and minor adaptations that promote independence, safety and wellbeing.
- To attend service users' homes and other care settings as a lone worker to provide equipment, ensuring all work complies with manufacturer guidance, health and safety requirements, risk management procedures and relevant legislation, particularly where individuals may have cognitive impairment, dementia, physical disabilities, or complex needs.
- To identify, diagnose and resolve faults or operational issues with installed equipment, including regularly responding to urgent or emergency situations that may interrupt planned work schedules, to maintain service continuity and minimize risk to vulnerable individuals.
- To provide clear advice, instruction and informal training to service users, families, carers and professional staff on the safe and effective use of assistive technology, ensuring information is communicated sensitively and in an accessible manner.
- To deliver demonstrations and formal training, where required, on telecare and assistive technology equipment to response teams, care staff, and partner agencies to support effective use of equipment across the service.

- To work in partnership with Occupational Therapy staff, health professionals, social care teams and voluntary organizations referring into the service. Ensure a coordinated, person-centred support and appropriate referrals where additional needs are identified.
- To support the operational functions of the Penmorfa Centre for Independent Living, including public engagement, equipment preparation, stock monitoring, record keeping, data handling and the maintenance of accurate documentation in line with service requirements and information governance standards.
- To contribute to service development by identifying and developing new equipment solutions, participating in reviews of case studies, and maintaining up-to-date knowledge of emerging assistive technologies.
- To manage confidential and sensitive information appropriately, maintain accurate records of assessments, installations and interventions, and comply with all relevant policies, procedures and professional standards.
- To promote independence, choice, dignity, and autonomy for service users, working in accordance with safeguarding procedures, equality duties and the principles of strengths-based, person-centred practice within Ceredigion's Through-Age Wellbeing Model.

**Disclosure & Barring Service Check\*:** DBS Enhanced Adult

**Essential Professional Registration / Membership:** Not Applicable

# Person Specification

## Essential Requirements

### **Essential Academic / Professional / Technical / Vocational Qualifications:**

- GCSE grade C/4 or above (or equivalent) including maths and English.
- Relevant Level 3 qualification (e.g. NVQ level 3/ Diploma/OND) in a related field such as Health and Social Care, Engineering, IT or similar, or, demonstrate up to 2 years relevant experience.
- Ability to achieve Trusted Assessor 3 (TA3) within agreed timescales

### **Essential experience:**

- Minimum of 2 years' relevant experience in a role supporting independent living, including the assessment, installation or deployment of assistive technology or equipment-based solutions
- Experience of working with vulnerable individuals, including those with complex needs such as dementia, physical disabilities or sensory impairment
- Experience of working in partnership with professionals (e.g. health, social care or third sector) to deliver person-centred support
- Experience of problem solving in non-routine situations, including adapting or modifying solutions to meet individual needs

### **Essential practical/personal skills:**

- Ability to undertake a wide range of practical, technical and assessment tasks, many of which are non-routine and require initiative and problem solving
- Practical skills in installing, configuring, adapting and fault-finding assistive technology and telecare equipment
- Ability to assess needs and risks, using judgement to recommend appropriate solutions that promote independence and safety
- Ability to work independently as a lone worker, managing risk within service users' homes and community settings
- Ability to prioritise workload and respond to changing or urgent situations
- Ability to work effectively with service users, carers and professionals to deliver person-centred support
- Ability to communicate clearly and sensitively, including explaining technical information and providing guidance or instruction
- Ability to analyse problems and develop practical solutions, including adapting approaches where required
- IT skills sufficient to maintain accurate records and use service systems
- Understanding of confidentiality, safeguarding and working with vulnerable individuals

- Practical skills in the safe and appropriate use of basic tools and equipment to support the installation, configuration and maintenance of Technology Enabled Care (TEC) equipment

### **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.

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## Desirable Requirements

### **Desirable Academic / Professional / Technical / Vocational Qualifications:**

- Relevant training or certification in telecare, assistive technology or sensory services.
- Qualification in health & social care, engineering, electronics or related field.

**Desirable experience:**

- Experience of working within Technology Enabled Care, telecare or assistive technology services.
- Awareness of the role of TEC within prevention, hospital discharge and independent living pathways.

**Desirable practical/personal skills:**

- Ability to develop or adapt solutions to meet complex or non-standard needs.
- Ability to support service development or improvement initiatives.
- Awareness of emerging technologies and their application in supporting independent living.