

Disgrifiad Swydd

Teitl y swydd	Cydgysylltydd Canolfannau Cymorth ac Adnoddau
Gwasanaeth	Porth Cymorth Cynnar
Gradd	Gradd 9
Cyfeirnod at ddibenion Gwerthuso Swyddi	JD 1497-02
Cyflog	£35,412 - £37,280
Diben y swydd	Cefnogi a goruchwyllo gweithgareddau penodol neu ddarnau penodol o waith gyda phlant a phobl ifanc ac oedolion a'u teuluoedd y mae angen gofal a chymorth arnynt, ar y cyd ag asiantaethau eraill os oes angen, o fewn y canolfannau. Llunio a gweithredu ymyriadau sy'n hybu canlyniadau da a fydd yn gwella diogelwch a chydnerthedd defnyddwyr y gwasanaeth. Gweithredu fel yr unigolyn arweiniol o ran rheoli a monitro'r adnoddau amrywiol a ddefnyddir gan y Gwasanaeth Ymyrraeth Gynnar. Arwain y gwaith o ddatblygu Ganolfan Adnoddau newydd rhithiol neu/a wedi'i leoli mewn adeilad, gan weithio ochr yn ochr â'r Rheolwr Tîm – Cymorth i Rieni a Theuluoedd a'r Rheolwr Corfforaethol – Ymyrraeth Gynnar. Bod yn Gydgysylltydd ar gyfer Canolfan Deuluol Penparcau a Chanolfan Adnoddau wedi'i leoli yn adeilad a/ neu rhithiol, Ceredigion. Bydd hyn yn cynnwys rhedeg yr adeiladau hyn o ddydd i ddydd.
Lleoliad	Canolfan Deuluol Penparcau
Oriau gwaith	37 awr
Math o contract	Amser llawn
Hyd y contract	Cyfnod Penodedig
Teitl swydd y Rheolwr Llinell	Rheolwr Tîm – Gwasanaeth Cymorth i Rieni a Theuluoedd
Cyfrifoldebau goruchwyllo/rheoli	- Rheoli tri aelod staff rhan-amser yn uniongyrchol ac yn effeithiol. Bydd staff wedi'u lleoli yn adeiladau'r awdurdod lleol yn ne a gogledd y sir. - Sicrhau bod pob un o aelodau staff y tîm a'r gwasanaeth yn cyrraedd y safonau uchaf o ran ansawdd a pherfformiad, cydnabod perfformiad

	da, a mynd i'r afael â pherfformiad gwael mewn ffordd gadarnhaol ac effeithiol.
Atebolrwydd	- Bod yn atebol i bartneriaeth amlasiantaethol. Rheolwr Tîm y Gwasanaeth Cymorth i Rieni a Theuluoedd fydd rheolwr llinell deiliad y swydd. - Bod yn atebol am y plant, y bobl ifanc a'r teuluoedd hynny sydd mewn angen yng Ngheredigion nad ydynt yn bodloni'r trothwyon i gael Gwasanaethau Cymdeithasol na gwasanaethau arbenigol eraill. - Bod yn atebol am ansawdd y gwasanaeth a ddarperir gan dîm o weithwyr proffesiynol arweiniol.
Y telerau contractiol sy'n gysylltiedig â'r swydd	Mae diogelu ac amddiffyn oedolion a phlant sydd mewn perygl yw'n prif flaenoriaethau ni. Ein nod yw cynorthwyo 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 gweithredu i ddiogelu eu lles. Disgwylir i bob aelod staff a gwirfoddolwr rannu'r ymrwymiad hwn, a bydd gofyn cael gwiriad manylach gan y Gwasanaeth Datgelu a Gwahardd cyn penodi i'r swydd hon.
Trosolwg ar y Model Gwasanaethau Integredig Gydol Oes a Llesiant	Mae'r Model Gwasanaethau Integredig Gydol Oes a Llesiant yn ffordd newydd o ddiwallu anghenion pobl drwy sicrhau bod y bobl iawn yn eu lle i wneud y penderfyniadau iawn ar yr adeg iawn. Bydd y Model Gwasanaethau Integredig Gydol Oes a Llesiant: - yn fan cyswllt cyntaf ar gyfer preswylwyr a phartneriaid allweddol - yn dylunio ac yn darparu pecynnau atal ac ymyrraeth gynnar pwrpasol i ddiwallu anghenion unigolion - yn pennu'r gwasanaethau mwyaf priodol i roi cynlluniau gofal a chymorth ar waith yn brydlon - yn monitro ac yn gwerthuso effaith y cymorth
Dyletswyddau a chyfrifoldebau	
Dyletswyddau - Sicrhau bod anghenion y rheini sy'n defnyddio ein gwasanaethau'n cael eu deall a'u hystyried yn llwyr pan fydd gwasanaethau'n cael eu llunio, eu darparu, eu hyrwyddo a'u gwella. - Sicrhau bod gwasanaethau'n cael eu rheoli a'u darparu mewn ffordd gydgyssylltiedig ac yn unol â'r polisiau a'r safonau y cytunwyd arnynt.	

- Cynorthwyo'r Rheolwyr Tîm a'r Rheolwyr Corfforaethol i sicrhau bod polisïau a gweithdrefnau'n cael eu diweddarau yn unol â deddfwriaeth ac arferion gorau cyfredol.
- Mynd ati'n rheolaidd i fonitro perfformiad y tîm ar sail cynlluniau gwasanaeth statudol ac anstatudol, cynlluniau busnes a dangosyddion perfformiad, ei werthuso ac adrodd arno.
- Sicrhau bod aelodau staff yn cael eu goruchwilio'n rheolaidd mewn ffordd adfyfyriol, yn ôl y gofyn, a hynny o fewn amserlenni y cytunir arnynt.
- Cynorthwyo'r Rheolwr Tîm i fod yn ymwybodol o hyd o arferion cenedlaethol a lleol o ran darparu gwasanaethau, a hynny er mwyn llunio atebion arloesol o ran y ffordd o ddarparu gwasanaethau er mwyn gwella perfformiad yn barhaus.
- Rheoli swyddogaethau gweinyddol y Gwasanaeth Cymorth i Rieni a Theuluoedd.
- Cwrdd ag aelodau staff unigol i fonitro'r system Cymorth i Rieni a Theuluoedd, ac i gefnogi'r mewnbwn iddi, i sicrhau bod yr wybodaeth a gofnodir yn gyson ac yn gywir.
- Cwrdd â staff cynnal a chadw adeiladau yn ôl y gofyn.
- Hwyluso asesiadau iechyd a diogelwch ac asesiadau eraill, a sicrhau bod yr adeilad yn cael ei gynnal gan ddarparwyr a defnyddwyr gwasanaethau at safon briodol.
- Hwyluso'r broses o logi neu ddefnyddio ystafelloedd gan ddarparwyr allanol a mewnol i ehangu'r adnoddau sydd ar gael yn lleol ac i gynorthwyo rhanddeiliaid allweddol i gyflawni eu hamcanion.
- Hwyluso'r broses o logi/ menthyg neu ddefnyddio adnoddau i gynorthwyo unigolion, rhieni, teuluoedd a rhanddeiliaid allweddol.
- Bod yn ddolen gyswllt bwysig â'r Rheolwyr Tîm, a chydweithio â'r Cydgysylltwyr eraill i sicrhau bod timau'n cael eu rheoli mewn ffordd gyson i gyflawni amcanion strategol a chorfforaethol.
- Dirprwyo ar ran y Rheolwyr Tîm, yn ôl y gofyn, ar lefel gorfforaethol, rhanbarthol a chenedlaethol.
- Gweithredu fel yr unigolyn arweiniol o ran datblygu a chynnal system rheoli achosion Cymorth i Rieni a Theuluoedd.
- Rheoli swyddogaethau gweinyddol Ymyrraeth Gynnar, gan gynnwys tracio'r gyllideb.
- Cynnal cronfeydd data rheoli achosion penodol er mwyn iddynt weithredu yn unol â safonau gofynnol Teuluoedd yn Gyntaf a Llywodraeth Cymru.
- Tynnu gwybodaeth bwysig o gronfeydd data a systemau rheoli achosion penodol, ei choladu a'i dadansoddi at ddibenion adroddiadau perfformiad blynyddol ac at ddibenion rheoli ansawdd/archwilio.
- Sicrhau bod diwylliant sy'n canolbwyntio ar ddinasyddion ac ar ganlyniadau yn cael ei hyrwyddo bob amser, drwy sicrhau bod y model Arwyddion Diogelwch a Llesiant yn cael ei roi ar waith yn ymarferol.
- Gweithio o dan gyfarwyddyd y Rheolwr Tîm i lunio cynigion ac i roi cynllun busnes y tîm ar waith.
- Sicrhau bod gwasanaeth effeithiol ac effeithlon yn cael ei ddarparu, a bod hwnnw'n cyflawni'r canlyniadau gofynnol i ddinasyddion.

- Cynnal a hybu perthynas waith agos â rhanddeiliaid mewnol ac allanol a chydweithwyr er mwyn sicrhau'r buddion mwyaf posibl i'r Cyngor ac i breswylwyr Ceredigion.
- Cynorthwyo'r Rheolwr Tîm i ymchwilio i gŵynion a'u rheoli yn unol â pholisïau a gweithdrefnau'r Cyngor.
- Bod yn gyfrifol am gydgyssylltu'r defnydd o Ganolfan Deuluol Penparcau, a sicrhau bod yr adeilad yn cael ei gynnal at safon briodol i ddarparu amgylchedd croesawgar a diogel i bobl o bob oed.
- Bod yn gyfrifol am gydgyssylltu'r Ganolfan Adnoddau wedi'i leoli mewn adeilad a/ neu rhithiol a'r cyfarpar / adnoddau a geir yn yr adeilad.
- Cyfrannu at baratoi cytundebau lefel gwasanaeth (gyda'r Rheolwr Tîm Cymorth i Rien i Theuluoedd) i gynorthwyo darparwyr allanol i ddarparu ac i gynnal gwasanaethau a grwpiau ataliol amrywiol.
- Mynd ati'n rheolaidd i fonitro cyfraniad y tîm at reoli achosion Cymorth i Deuluoedd i sicrhau bod y data'n gywir ac i dynnu sylw at bethau sy'n anghyson ac yn anghywir.
- Llenwi pob ffurflen chwarterol a phob ffurflen flynyddol ar gyfer Cydgysylltydd Teuluoedd yn Gyntaf Llywodraeth Cymru, y Comisiynydd Teuluoedd yn Gyntaf, a'r Comisiynydd Atal Camddefnyddio Sylweddau, a bodloni ceisiadau eraill am wybodaeth yn ôl y gofyn.
- Cyflenwi'r holl ddata ystadegol y gofynnir amdanynt mewn perthynas ag arolygiadau, adolygiadau ac archwiliadau.
- Hybu mwy o waith amlasiantaethol, gan roi pwyslais ar ymyrraeth gynnar, atal, a chynorthwyo unigolion, plant, pobl ifanc a theuluoedd cyfan.
- Bod ar gael i weithio gyda'r hwyr o bryd i'w gilydd ac yn rheolaidd ar benwythnosau.
- Ymgymryd â dyletswyddau eraill sy'n gymesur â gradd y swydd.

Cyfrifoldebau cyffredinol

- Mynd ati i hybu'r Gymraeg a dewisiadau iaith defnyddwyr y gwasanaeth fel sy'n ofynnol gan Safonau'r Gymraeg a fframwaith Mwy na Geiriau.
- Meithrin perthynas waith effeithiol â chydweithwyr mewnol ac allanol ac asiantaethau eraill.
- Ymlynu wrth ddeddfwriaeth a chanllawiau statudol perthnasol, a pholisïau a gweithdrefnau mewnol o ran materion proffesiynol a gweinyddol.
- Meddu ar wybodaeth am strategaethau cenedlaethol a lleol perthnasol, ac ymwybyddiaeth ohonynt.
- Mynd i gyfarfodydd tîm, sesiynau goruchwyllo a chyrsiau hyfforddi pan fo'n briodol ac yn unol â chyfarwyddyd y Rheolwr Tîm er mwyn datblygu'n bersonol ac yn broffesiynol.

Manyleb Person

Hanfodol		
Cymwysterau academaidd / proffesiynol / technegol / galwedigaethol	- NVQ mewn Rheoli Busnes, neu gymhwyster cyfatebol neu - O leiaf dair blynedd o brofiad perthnasol a gwybodaeth berthnasol.	
Sgiliau Cymraeg	Gwranddo/Siarad: Lefel 3 Darllen: Lefel 2 Ysgrifennu: Lefel 2	Bydd yn ofynnol i ddeiliad y swydd feddu ar y sgiliau Cymraeg a nodir cyn pen dwy flynedd ar ôl ei benodi/phenodi.
Sgiliau Saesneg	Gwranddo/Siarad: Lefel 5 Darllen: Lefel 5 Ysgrifennu: Lefel 5	Bydd yn ofynnol i ddeiliad y swydd feddu ar y sgiliau Saesneg ar apwyntiad.
Sgiliau ymarferol a phersonol gofynnol	- Sgiliau negodi a chyfathrebu rhagorol er mwyn ymgysylltu'n effeithiol â defnyddwyr gwasanaeth, teuluoedd ac asiantaethau sy'n bartneriaid. - Gallu a chymhwysedd i weithio mewn lleoliadau amrywiol. - Gallu i feithrin perthynas gadarnhaol â defnyddwyr gwasanaeth, a gallu i fod yn greadigol ac yn arloesol i'w cynorthwyo i wneud cynnydd. - Ymwybyddiaeth o bolisïau / gweithdrefnau / prosesau sy'n berthnasol i'r swydd. - Gallu meithrin a chynnal cysylltiadau proffesiynol. - Gallu goruchwyllo staff a gwirfoddolwyr. - Gallu cynllunio, monitro a gwerthuso'r camau i ddarparu gwasanaethau i ateb gofynion a bennwyd. - Gallu cyfathrebu'n glir ac yn effeithiol â phlant ac oedolion, gan ddangos tystiolaeth o sgiliau ysgrifenedig a llafar da, o ddewis yn Gymraeg ac yn Saesneg. - Parodrwydd i ymgymryd â hyfforddiant priodol i gyfrannu at ddatblygiad proffesiynol ac at feithrin sgiliau. - Dealltwriaeth o swyddogaethau a chyfrifoldebau gwahanol amgylcheddau a disgyblaethau proffesiynol. - Gallu gweithio'n adeiladol fel aelod o dîm ac o'i ben/phen a'i bastwn/phastwn ei hun. - Gallu rheoli sefyllfaoedd anodd, a chynorthwyo defnyddwyr gwasanaethau a all fod yn bryderus ac yn ofidus ar brydiau.	

	• Gweithio mewn ffordd gynhwysol i hybu cydraddoldeb ac i gynorthwyo unigolion i wireddu eu potensial. • Deall sut i weithio mewn ffordd sy'n canolbwyntio ar yr unigolyn, a meddu ar y gallu i wneud hynny. • Ymwybyddiaeth o faterion diwylliannol ac ieithyddol. • Sgiliau TG ar draws systemau ac offer amrywiol, e.e. cronfa ddata cleientiaid gofal cymdeithasol, e-bost, rhaglenni dysgu ar y Rhyngwrdd, a rhaglenni Microsoft. • Gallu cyfathrebu'n effeithiol, yn ysgrifenedig ac ar lafar, boed wyneb yn wyneb neu drwy ddefnyddio technoleg o bell. • Gallu rheoli ei (h)amser ei hun, blaenoriaethu llwyth gwaith, a gweithio fel aelod o dîm. • Gallu gweithio mewn ffordd hyblyg o dan bwysau ac er budd pennaf defnyddwyr y gwasanaeth. • Ymwybyddiaeth ragorol o bolisiâu / gweithdrefnau / prosesau sy'n berthnasol i'r swydd (e.e. diogelu). • Gallu arwain a goruchwyllo staff a gwirfoddolwyr. • Gallu cynllunio, monitro a gwerthuso'r camau i ddarparu gwasanaethau i ateb gofynion a bennwyd. • Profiad o gynllunio cyllidebau ac o reoli adnoddau. • Ymrwymiad i ddatblygu cyfleoedd hyfforddi i ateb anghenion penodedig aelodau staff, plant a theuluoedd. • Ymrwymiad i feithrin partneriaeth a pherthynas waith gydweithredol â sefydliadau eraill, gan gynnwys y sector gwirfoddol. • Ymrwymiad i ddatblygiad staff, a'i rôl o ran darparu gwasanaethau. • Gallu pennu, gwerthuso a blaenoriaethu anghenion unigolion a chymunedau, a gwneud argymhellion ynghylch dyrannu adnoddau. • Gallu gwneud ceisiadau llwyddiannus i gael arian allanol, os bydd angen. • Gallu gyrru, a gallu defnyddio ei gar/char ei hun i gludo defnyddwyr gwasanaeth.
Profiad gofynnol	• Profiad o weithio'n uniongyrchol gyda phlant a/neu bobl ifanc a/neu oedolion mewn grwpiau/fel teulu neu ar sail un i un. • Gallu paratoi cofnodion ac adroddiadau cywir, a deall pwysigrwydd cadw mewn cysylltiad â'r rheolwr llinell bob amser. • Rheoli ac asesu risgiau, a sicrhau bod unigolion yn ddiogel bob amser tra bydd deiliad y swydd yn gofalu amdanynt. • Profiad o weithio mewn amgylchedd amlasiantaethol.

	Gwybodaeth am anghenion teuluoedd a phlant sy'n agored i niwed.
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	

Dymunol	
Cymwysterau / hyfforddiant	
Sgiliau ymarferol / personol	Byddai'n ddymunol pe bai ymgeiswyr yn meddu ar yr hyn a ganlyn: - Hyder yn eu gallu i weithio gydag unigolion a grwpiau. - Dealltwriaeth o'r Ddeddf Hawliau Dynol, Confensiwn y Cenhedloedd Unedig ar Hawliau'r Plentyn, a Deddf Gwasanaethau Cymdeithasol a Llesiant 2014. - Dealltwriaeth o ddatblygiad plant ac o lesiant plant ac oedolion. - Y gallu i baratoi cofnodion cryno a chynnil o unrhyw gamau a gymerwyd, a chofnodi'r canlyniadau. - Y gallu i gyfrannu at asesiadau ac adolygiadau yn ysgrifenedig ac ar lafar. - Dealltwriaeth o ddadansoddi ac adfyfrio yn eu gwaith. - Y gallu i weithio gartref yn effeithiol, gan gynnwys band eang cyflym a dibynadwy o ansawdd da. - Profiad o gynorthwyo oedolion a theuluoedd ag anghenion ychwanegol a/neu gymhleth drwy bolisiâu a gweithdrefnau sy'n ymwneud ag amddiffyn plant, iechyd, diogelwch a diogeledd, cyfrinachedd, a diogelu data.

Job Description

Post Name	Co-ordinator - Support and Resource Centres
Service	Porth Cymorth Cynnar
Grade	Grade 9
Job Evaluation Post Ref	JD 1497-02
Salary	£35,412 - £37,280
Job Purpose	Support and supervise specific activities or pieces of work with children and young peoples and adults and their families who require care and support in conjunction with other agencies if required, within the centres. To develop and run interventions that promote good outcomes that will increase safety and resilience of service users. To be the lead person in the management and monitoring of the varied resources used by the Early Intervention Service. Lead on the development of a Resource Centre (building based and/or virtual) working alongside the Team Manager for Parenting and Family Support and the Corporate Manager for Early Intervention To be the Coordinator for Penparcau Family Centre and any new building based or/and virtual Resource Centre for Ceredigion. This will include the day-to-day running of these buildings.
Location	Penparcau Family Centre
Hours of Work	37
Type of Contract	Full-time
Contract Duration	Fixed-Term
Line Managers Job Title	Team Manager for Parenting and Family Support
Supervisory/Managerial Responsibilities	• To directly and effectively manage three part-time members of staff. Staff will be based in LA buildings, both North and South of the County. • 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.
Accountability	• To be accountable to a multi-agency partnership and to be line-managed by the Team Manager- Parenting and Family Support.

	• To be accountable for those children, young people and families in need in Ceredigion who do not meet the thresholds for Social Services and other specialist services. • To be accountable for the quality of service provided by a team of lead professionals.
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.
Overview of the Through Age and Wellbeing Integrated Services Model	The 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. The 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 care and support in a time-related manner • monitor and evaluate the impact of support
Duties and Responsibilities	
Duties • 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 Team Managers and Corporate Managers 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 the Team 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 manage Parent and Family Support administration functions.
- To meet with individual staff to monitor and support input into Parent and Family Support system to ensure consistency and accuracy of recorded information.
- To meet with building maintenance staff when required
- To facilitate health and safety and other assessments and ensure building is maintained by service providers and users to appropriate standard
- Facilitate both external and internal providers hire or use of rooms to extend resources available locally and to assist key stakeholders in delivery of their objectives
- Facilitate both external and internal hire and lending of resources to assist individuals, parents, families and key stakeholders
- To provide a key link with Team Managers and work with other Coordinators in ensuring that teams are managed consistently to meet corporate and service objectives.
- To deputise for Team Managers, when required, at corporate, regional and national level.
- To be the lead person in the development and maintenance of the Parenting and Family case management system.
- To manage Early Intervention administration functions including budget tracking
- To maintain specific case management databases to the functionality and standards required by Families First and Welsh Government.
- To extract, collate and analysis key information from specific databases and case management systems for annual performance reports and quality control/auditing purposes
- To ensure that a citizen and outcomes focused culture is promoted at all times by ensuring the implementation of the Signs of Safety and Wellbeing model in practice.
- To work under the direction of the Team Manager to develop proposals and implement the business plan for the team.
- To ensure effective and efficient service delivery that provides the required outcomes for citizens.
- 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 support the Team Manager in investigating and managing complaints in line with the Council's policies and procedures.
- To be responsible for coordination of use of Penparcau Family Centre and to ensure that the building is maintained to an appropriate standard to provide a welcoming and safe environment for all ages
- To be responsible for coordinating the virtual and or building based Resource Centres and the equipment / resources .
- To contribute to development of service level agreements (with the Team Manager for Parenting and Family Support) to facilitate external providers to deliver a range of preventions services and groups.

- Regularly monitor team inputs into Family Support case management to ensure the accuracy of the data and highlight irregularities and inaccuracies
- To complete all quarterly and the annual returns to the Families First Co-coordinator in Welsh Government, Families First Commissioner and Substance Misuse Preventions commissioner plus other requests for information as required.
- To supply all statistical data demands associated with inspections, reviews and audits
- To promote greater multiagency working with an emphasis on early intervention, prevention and providing support to individuals, children, young people and whole families
- To be available for occasional evening work and regular weekend work.
- To undertake other duties as commensurate with the grading of the post.

General Responsibilities

- Actively promote the Welsh language and service user language preferences as required by the Welsh language standards and More than Just Words framework.
- Develop effective partnership working with internal and external colleagues and other agencies
- Adhere to relevant statutory legislation and guidance, internal policies and procedures in relation to professional and administrative matters.
- To have knowledge and awareness of the relevant National and Local Strategies
- To attend team meetings, supervision sessions and training courses when appropriate and as directed by the Team Manager, for personal and professional development.

Person Specification

Essential		
Academic / Professional / Technical / Vocational Qualifications	- NVQ in Business Management or equivalent or - At least 3 years of relevant knowledge and experience.	
Welsh Linguistic Skills	Listening/Speaking: Level 3 Reading: Level 2 Writing Level 2	The Welsh linguistic skills noted must be attained within two years of appointment.
English Linguistic Skills	Listening/Speaking: Level 5 Reading: Level 5 Writing Level 5	The English linguistic skills noted are required on appointment.
Required practical and personal skills	- Excellent negotiation and communication skills to effectively engage with service users, families and partner agencies - Ability and competency in working within various settings - Ability to build rapport and positive relationships with service users and be innovative and creative in supporting their progress - Awareness of relevant policies/ procedures/ processes related to the post - Ability to build and maintain professional relationships - Ability to supervise staff and volunteers - Ability to plan, monitor and evaluate service delivery to meet identified needs. - Ability to communicate clearly and effectively with both children and adults, evidencing strong written and oral skills preferably in Welsh and English. - Undertake appropriate training to contribute to professional development and skills. - Understanding of roles and responsibilities within different environments and professional disciplines. - Work constructively as part of a team and on own initiative. - Able to manage difficult situations and support service users who may be anxious and distressed at times. - Work in an inclusive way to promote equality and support an individual to meet their potential. - An appreciation of and ability to work in a person centered way - Have an awareness of cultural and language issues	

	• IT skills across a range of systems and tools, e.g. social care client database, e-mail, internet based learning programs and Microsoft applications. • Be effective in written and verbal communications; both face to face and using remote technology. • Be able to manage your own time and prioritise workloads and work as a member of a team • Be able to work flexibly when under pressure and in the best interest of the service user. • Excellent awareness of relevant policies / procedures / processes related to the post (e.g. safeguarding). • Ability to lead and supervise staff and volunteers. • Ability to plan, monitor and evaluate service delivery to meet identified needs. • Experience of budget planning and managing resources • Commitment to the development of training opportunities to meet the identified needs of staff, children and families • Commitment to the development of partnership and collaborative working with other organisations, including the voluntary sector. • Commitment to staff development and its role in service delivery. • Ability to identify, evaluate and prioritise the needs of individuals and communities and to make recommendations about the deployment of resources. • Ability to successfully bid for external funding, if required. • Ability to drive and have own car to transport service users.
Required Experience	• Experience of working directly with children and/ or young people and/ or adults in groups/as a family or on a 1-1 basis. • Able to compile accurate records and reports and understand the importance of keeping in touch with the line manager at all times. • Manage assess risk and ensure that individuals are safe at all times whilst in your care • Experience of working in a multi-agency environment. • Knowledge of the needs of vulnerable families and children.
Training/education required to be	

undertaken for the post/worked towards	
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Desirable	
Qualifications / Training	
Practical / Personal Skills	It is desirable for candidates to have: • Confident in being able to work with individuals and in a group setting • An understanding of the Human Rights Act and United Nations Convention on the Rights of a child (UNCRC) and Social Service Well-being Act 2014. • Understanding of children's developmental and children and adult's wellbeing • Ability to compile brief and concise case recordings of any actions undertaken and record the outcomes. • Ability to contribute verbally and in written form to assessments and reviews • Understanding of analysis and reflection in your work • The ability to work effectively from home, including good quality reliable broadband speed • Experience of supporting adults, families with additional and/or complex needs with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection.