Disgrifiad Swydd

Teitl y Swydd	Swyddog Gwasanaeth Gwybodaeth i Deuluoedd
Gwasanaeth	Porth Cymorth Cynnar
Graddfa	7
Pwynt/iau Cyflog	12-16
Cyflog	£29,542 - £31,525 pro rata
Pwrpas y Swydd	• I gydlynu a darparu Gwasanaeth Gwybodaeth i Deuluoedd (FIS) ar gyfer Ceredigion, gan sicrhau bod plant, pobl ifanc, teuluoedd, gofalwyr a gweithwyr proffesiynol yn cael mynediad at wybodaeth gywir, diamddiffyn a diweddar, cyngor a chymorth ynghylch gofal plant, darpariaeth blynyddoedd cynnar, cefnogaeth i deuluoedd, cyfleoedd chwarae, addysg, iechyd a chyfleoedd cymunedol. • Bydd y person sy'n dal y swydd yn cefnogi'r Awdurdod Lleol i gyrraedd ei ddyletswyddau statudol o dan Ddeddf Gofal Plant 2006 ac yn cyfrannu at y rhaglen atal a gweithredu cynnar drwy helpu teuluoedd i gael y cymorth cywir ar yr adeg iawn.
Lleoliad Gwaith Cytundebol	Penmorfa, Aberaeron.
Oriau Gwaith	37 awr yr wythnos
Math o Gytundeb	Llawn-amser
Hyd y Cytundeb	Cyfnod Penodedig
Teitl swydd y Rheolwr Llinell	Cydgysylltydd Cannolfannau Cymorth ac Adnoddau
Cyfrifoldebau Goruchwylio / Rheoli	Datblygu a goruchwylio swyddogaeth gwirfoddoli'r Rhieni Cymryngol o fewn y Tîm Rhieni a Chefnogaeth Teulu
Atebolrwydd	Cydgysylltydd Cannolfannau Cymorth ac Adnoddau
Telerau Cytundebol sy'n Gysylltiedig â'r Swydd	Mae'r swydd yn amodol ar wiriad Manylach DBS ar gyfer Plant, gan gynnwys gwiriad yn erbyn y Rhestr Waharddedig i Blant.

Dyletswyddau a chyfrifoldebau

- Darparu gwybodaeth, cyngor a chymorth o ansawdd uchel i rieni, gofalwyr, plant, ieuenctid a gweithwyr proffesiynol.
- Gweithio'n gydweithredol gyda adrannau eraill yn yr Awdurdod Lleol ac â sefydliadau eraill i sicrhau bod amrywiaeth eang o wybodaeth ar gael i Deuluoedd.
- Ateb ymholiadau trwy ffôn, e-bost, llwyfannau ar-lein ac wyneb yn wyneb.
- Trefnu teuluoedd i wasanaethau gofal plant, cefnogaeth i deuluoedd a gwasanaethau cymunedol priodol.
- Cefnogi teuluoedd i adnabod gwasanaethau sy'n diwallu eu hanghenion a'u hamgylchiadau unigol.

- Darparu gwybodaeth am gynnig gofal plant a ariennir, Dechrau'n Deg, digonolrwydd gofal plant a gwasanaethau blynyddoedd cynnar.
- Cynrychioli'r Gwasanaeth Gwybodaeth i Deuluoedd mewn digwyddiadau, gweithgareddau cymunedol, cyfarfodydd rhwydweithio a llwyfannau partneriaeth ledled Ceredigion a chynrychioli'r FIS mewn fforymau a digwyddiadau cenedlaethol.
- Trefnu digwyddiadau, gweithgareddau cymunedol, paratoi arddangosfeydd ac egluro gwybodaeth am y Gwasanaeth Gwybodaeth i Deuluoedd mewn amrywiaeth o fforymau.
- Hyrwyddo gwasanaethau gofal plant a chefnogaeth i deuluoedd trwy'r cyfryngau cymdeithasol, cyhoeddiadau, gwefannau a phwysau cyfathrebu eraill.
- Cynhyrchu adroddiadau, ystadegau a gwybodaeth am berfformiad fel sydd yn ofynnol.
- Sicrhau bod yr holl wybodaeth sydd wedi'i chadw yn y gronfa ddata Gwasanaeth Gwybodaeth am Deuluoedd yn gyfredol ac yn cydymffurfio â gofynion diogelu data. Bydd hyn yn cynnwys diweddaru gwybodaeth ar gwasanaeth Gwybodaeth am Deuluoedd, Gwefan Rhianta a Chefnogaeth i Deuluoedd, ac ar y gronfa ddata DEWIS.
- Sicrhau bod yr holl ddyletswyddau yn cael eu cyflawni yn unol â Chanllaw Llywodraeth Cymru ar Wasanaethau Gwybodaeth i Deuluoedd yng Nghymru Medi 2014 – Darparu Gwybodaeth o Ansawdd i Deuluoedd Gyda'i Gilydd & y ddyletswyddau statudol o dan Deddf Gofal Plant 2006.
- Datblygu a goruchwylio swyddogaeth gwirfoddoli Gwobrwr Rhiant o fewn Tîm Rhianta Chefnogaeth i Deuluoedd

Cyfeirnod at Ddibenion Gwerthuso Swyddi	JD 1932

Manyleb y Person

Gofynion Hanfodol	
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	• Addysg i Lefel 3 CGC neu gymhwyster cyfwerth mewn gofal plant, addysg, gofal cymdeithasol, datblygu cymunedol neu ddisgyblaeth gysylltiedig. • Barodrwydd i ymgymryd â datblygiad proffesiynol pellach.
Sgiliau leithyddol Cymraeg:	**Rhaid i chi feddu ar y sgiliau ieithyddol canlynol pan fyddwch chi'n dechrau'r swydd** **Gwrando a Siarad** **Lefel 4:** Medru cyfrannu'n effeithiol mewn cyfarfodydd mewnol ac allanol yng nghyd-destun y pwnc gwaith. Medru deall gwahaniaethau cywair a thafodiaith. Medru dadlau o blaid ac yn erbyn achos penodol. Medru cadeirio cyfarfodydd ac ateb cwestiynau o'r Gadair yn hyderus. Medru rhoi cyflwyniadau yn rhugl ac yn hyderus yng nghyd-destun y pwnc gwaith. **Sgiliau Darllen** **Lefel 4:** Gallu deall gohebiaeth ac adroddiadau wedi'u mynegi mewn iaith safonol. **Sgiliau Ysgrifennu** **Lefel 3:** Medru llunio negeseuon ac adroddiadau anffurfiol at ddefnydd mewnol
Sgiliau leithyddol Saesneg:	**Rhaid i chi feddu ar y sgiliau ieithyddol canlynol pan fyddwch chi'n dechrau'r swydd** **Gwrando a Siarad** **Lefel 5:** Medru cyfrannu'n rhugl a hyderus yng nghyswllt pob agwedd ar y gwaith beunyddiol, gan gynnwys trafod a chynghori ar faterion technegol, arbenigol neu sensitif. **Sgiliau Darllen** **Lefel 5:** Gallu deall adroddiadau, dogfennau ac erthyglau y mae'n debygol o ddod ar eu traws yn ystod y gwaith, gan gynnwys cysyniadau cymhleth wedi'u mynegi yn nhermau astrus. **Sgiliau Ysgrifennu** **Lefel 5:** Medru llunio gohebiaeth fusnes, adroddiadau byr, negeseuon e-bost a llenyddiaeth hysbysrwydd i safon dderbyniol gyda chymorth cymhorthion iaith. Medru llunio nodiadau manwl tra'n cymryd rhan lawn mewn cyfarfod.
Sgiliau Ymarferol / Personol	• Sgiliau gwych mewn cyfathrebu a rhyngbersonol.

	• Sgiliau cryf mewn gwasanaeth cwsmeriaid. • Gallu i gyfathrebu gwybodaeth yn glir ac yn gywir. • Sgiliau trefnu ac amseru da. • Gallu i flaenoriaethu galw amla. • Gallu i ddadansoddi gwybodaeth a datrys problemau. • Sgiliau TG cryf, gan gynnwys cymwysiadau Microsoft Office a systemau cronfa ddata. • Gallu i weithio'n annibynnol ac fel rhan o dîm.
Profiad Hanfodol	• Angen 2 flynedd o brofiad perthnasol • Profiad mewn rhoi gwybodaeth, cyngor neu arweiniad i aelodau'r cyhoedd • Profiad o weithio gyda theuluoedd, plant, pobl ifanc neu wasanaethau cymunedol • Profiad o gynnal cronfeydd data a chofnodion • Profiad o weithio mewn partneriaeth gyda rhanddeiliaid mewnol ac allanol • Profiad o greu adroddiadau, ystadegau neu wybodaeth berfformiad
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	• Wedi'i addysgu i Lefel 3 NVQ neu feddu ar gymhwyster cyfwerth mewn gofal plant, addysg, gofal cymdeithasol, datblygu cymunedol neu disgyblaethau gysylltiedig. • Parodrwydd i ymgymryd â datblygiad proffesiynol pellach.

Gofynion Dymunol	
Cymwysterau / Hyfforddiant	
Sgiliau Ymarferol / Personol	**Profiad dymunol:** • Profiad o reoli gwefannau, cyfryngau cymdeithasol neu systemau gwybodaeth ddigidol. • Profiad o ymgysylltu â'r gymuned a ymgynghori. **Sgiliau ymarferol/personol dymunol:** • Gwybodaeth am Flying Start, Families First, Asesiadau Digonolrwydd Gofal Plant a Gwasanaethau Gwybodaeth Teulu. • Gwybodaeth am Dewis Cymru a systemau gwybodaeth cysylltiedig. • Dealltwriaeth o egwyddorion a gweithdrefnau diogelu. • Ymwybyddiaeth o gyfraith a pholisi Cymreig berthnasol sy'n effeithio ar blant a theuluoedd. • Dealltwriaeth o lywodraethwyr gwybodaeth a gofynion diogelu data.

Job Description

Post Name	Family Information Service Officer
Service	Porth Cymorth Cynnar
Grade	7
Spinal Point/s	12-16
Salary	£29,542 - £31,525 pro rata
Job Purpose	• To coordinate and deliver the Family Information Service (FIS) for Ceredigion, ensuring that children, young people, families, carers and professionals have access to accurate, impartial and up-to-date information, advice and assistance regarding childcare, early years provision, family support, play opportunities, education, health and community services. • The post holder will support the Local Authority in meeting its statutory duties under the Childcare Act 2006 and will contribute to the prevention and early intervention agenda by helping families access the right support at the right time.
Contractual Work Location/Base	Penmorfa, Aberaeron
Hours of Work	37 hours per week
Type of Contract	Full-time
Contract Duration	Fixed Term
Line Managers Job Title	Co-ordinator Support and Resource Centre
Supervisory/Managerial Responsibilities	Develop and oversee the Parent Champion volunteering function within the Parenting and Family Support Team
Accountability	Coordinator Support and Resource Centre.
Contractual Terms Associated with the Post	This post is subject to an Enhanced Child DBS check, including a check against the Children's Barred List.

Duties and Responsibilities

- Provide high-quality information, advice and assistance to parents, carers, children, young people and professionals.
- To work collaboratively with other departments within the Local Authority and other organisations to ensure that a broad range of information is available to Families
- Respond to enquiries via telephone, email, online platforms and face-to-face contact.
- Signpost families to appropriate childcare, family support and community services.
- Support families to identify services that meet their individual needs and circumstances.
- Provide information on funded childcare offers, Flying Start, childcare sufficiency and early years services.

- Represent the Family Information Service at events, community activities, networking meetings and partnership forums across Ceredigion and represent the FIS at national forums and events.
- Arrange events, community activities, prepare displays and present information on the Family Information Service to a variety of forums.
- Promote childcare and family support services through social media, publications, websites and other communication channels.
- Produce reports, statistics and performance information as required.
- Ensure all information held within the Family Information Service database is current and compliant with data protection requirements. This will include updating information on the Family Information Service, the Parenting and Family Support Website and DEWIS database.
- Ensure all duties are carried out in line with the Welsh Government Guidance to Family Information Services in Wales September 2014 – Delivering Quality Information for Families Together & the statutory duties within the Childcare Act 2006.
- To develop and oversee the Parent Champion volunteering function within the Parenting and Family Support Team

Job Evaluation Post Ref	JD 1932

Person Specification

Essential Requirements	
Academic / Professional / Technical / Vocational Qualifications	• Educated to NVQ Level 3 or equivalent qualification in childcare, education, social care, community development or a related discipline. • Willingness to undertake further professional development.
Welsh Linguistic Skills:	**You must possess the following linguistic skills when you start the position.** **Listening & Speaking** **Level 4**: Can contribute effectively to internal and external meetings in the context of the job area. Can understand differences in language and dialect. Can argue for or against a specific case. Can chair meetings and answer questions confidently from the Chair. Can give presentations fluently and confidently in the context of the job area. **Reading Skills** **Level 4:** Can understand correspondence and reports expressed in standard language. **Writing Skills** **Level 3:** Can write informal messages and reports for internal use.
English Linguistic Skills:	**You must possess the following linguistic skills when you start the position.** **Listening & Speaking** **Level 5**: Can contribute fluently and confidently in relation to all aspects of day-to-day work, including discussing and advising upon technical, specialist or sensitive matters. **Reading Skills** **Level 5:** Can understand reports, documents and articles he/she is likely to read during his/her work, including complicated concepts expressed in abstruse terms. **Writing Skills** **Level 5:** Can write business correspondence, short reports, e-mail messages and information literature to an acceptable standard with the assistance of language tools. Can write detailed notes in a meeting whilst contributing fully.
Practical and personal skills	• Excellent communication and interpersonal skills. • Strong customer service skills.

	• Ability to communicate information clearly and accurately. • Good organisational and time management skills. • Ability to prioritise competing demands. • Ability to analyse information and solve problems. • Strong IT skills, including Microsoft Office applications and database systems. • Ability to work independently and as part of a team.
Required Experience	• 2 years of relevant experience required • Experience of providing information, advice or guidance to members of the public. • Experience of working with families, children, young people or community services. • Experience of maintaining databases and records. • Experience of partnership working with internal and external stakeholders. • Experience of producing reports, statistics or performance information.
Training/education required to be undertaken for the post/worked towards	• Educated to NVQ Level 3 or equivalent qualification in childcare, education, social care, community development or a related discipline. • Willingness to undertake further professional development.

Desirable Requirements	
Qualifications / Training	
Practical / Personal Skills	**Desirable experience:** • Experience of managing websites, social media or digital information systems. • Experience of community engagement and consultation. **Desirable practical/personal skills:** • Knowledge of Flying Start, Families First, Childcare Sufficiency Assessments and Family Information Services. • Knowledge of Dewis Cymru and related information systems. • Understanding of safeguarding principles and procedures.

	• Awareness of relevant Welsh legislation and policy affecting children and families. • Understanding of information governance and data protection requirements.