Disgrifiad Swydd	
Teitl y Swydd	Swyddog Monitro Gwella Ansawdd a Gwasanaeth
Gwasanaeth	Porth Cynnal
Graddfa	8
Pwynt/iau Cyflog	18 - 22
Cyflog	£32,578 - £34,811
Pwrpas y Swydd	• Mae'r Cyngor yn comisiynu ac yn contractio gydag ystod eang o sefydliadau gofal cymdeithasol yn y sector preifat a'r trydydd sector, i ddarparu gwasanaethau gofal cymdeithasol. Mae gan y cyngor hefyd nifer o ddarpariaethau gofal cymdeithasol mewnol. Mae angen monitro a sicrhau ansawdd yr hall ddarpariaethau a gomisiynwyd ac yn fewnol i sicrhau bod y gwasanaethau a ddarperir yn darparu gofal a chymorth o ansawdd uchel, ac yn diogelu plant ac oedolion sy'n agored i niwed a bod gwasanaethau'n cydymffurfio â gofynion cytundebol a rheoleiddio. • Mae deiliad y swydd yn gyfrifol am gynnal ymweliadau monitro contractau/sicrhau ansawdd â'r hall ddarparwyr a gomisiynwyd a darpariaeth fewnol, yn rheolaidd, i sicrhau bod y gwasanaethau'n cael eu darparu yn unol â rheoliadau'r RI.S.C.A ac yn unol â Deddf Gwasanaethau Cymdeithasol a Llesiant 2014, bod y darparwr yn cydymffurfio â'u trefniadau cytundebol ac yn darparu gwasanaeth i'r safon uchaf o ofal i blant ac oedolion sy'n agored i niwed. Bydd adroddiad Sicrhau Ansawdd yn cael ei ysgrifennu gan y Swyddog Monitro Sicrhau Ansawdd, yn dilyn pob ymweliad, gan gynghori'r darparwyr o'r meysydd cryfderau sy'n amlwg yn y ddarpariaeth gwasanaeth, a hefyd yn cynghori'r darparwr lle mae meysydd o bryder/risg y mae angen mynd i'r afael a nhw. Bydd y Swyddog Monitro Sicrhau Ansawdd yn gwneud argymhellion ynghylch sut y gallai'r gwasanaeth wella. Bydd angen mynd i'r afael a'r meysydd syn peri pryder a nodwyd yn ystod yr ymweliadau monitro Sicrhau Ansawdd gan y swyddog gyda'r darparwr ar ddiwedd yr ymweliad a bydd angen cyfeirio at unrhyw bryderon difrifol i'r Arweinydd Sicrhau Ansawdd ac mewn rhai amgylchiadau i Tîm Diogelu'r Awdurdod Lleol.

	• Bydd deiliad y swydd yn ymwneud â sicrhau ansawdd a monitro contract yr holl ddarparwyr gofal cartref, darpariaeth gofal cartref preswyl a nyrsio, darpariaeth tenantiaeth â chymorth, a phob lleoliad gofal rheoledig arall. Pan fo Cyngor Sir Ceredigion wedi comisiynu gwasanaeth y tu allan i ardal yr Awdurdod Lleol ar gyfer unigolyn, gallai fod angen cynnal proses sicrhau ansawdd/monitro contract yn y lleoliad penodol hwnnw.
Lleoliad	Penmorfa, Aberaeron
Oriau Gwaith	37 awr yr wythnos
Math o Gytundeb	Llawn-amser
Hyd y Cytundeb	Parhaol
Teitl swydd y Rheolwr Llinell	Cydlynydd Monitro a Gwella Ansawdd Gwasanaeth
Cyfrifoldebau Goruchwylio / Rheoli	Dim
Atebolrwydd	Cydlynydd Monitro a Gwella Ansawdd Gwasanaeth
Telerau Cytundebol sy'n Gysylltiedig â'r Swydd	Mae diogelu ac amddiffyn oedolion sydd mewn perygl a phlant yn flaenoriaethau allweddol i ni. Ein nod yw cefnogi oedolion sydd mewn perygl, plant a phobl ifanc i sicrhau eu bod mor ddiogel ag y gallant fod. Rydym yn cydnabod eu hawl i gael eu hamddiffyn a byddwn yn cymryd camau i ddiogelu eu lles. Disgwylir i bob aelod o staff a gwirfoddolwr rannu'r ymrwymiad hwn, a bydd gofyn am Wiriad Manwl gan y Gwasanaeth Datgelu a Gwahardd (DBS), a elwid gynt yn CRB, cyn cael eich penodi i'r swydd hon.
Dyletswyddau a chyfrifoldebau	

Prif Gyfrifoldebau:

- Helpu i ddatblygu ac ymgorffori proses monitro contract / Sicrhau Ansawdd a fydd yn monitro ansawdd a pherfformiad yr holl wasanaethau dan gontract ac yn fewnol sy'n cael eu comisiynu a'u darparu'n uniongyrchol gan Gyngor Sir Ceredigion yn systematig. Bydd *y* broses monitro contract - Sicrhau Ansawdd yn cael ei chynnal gan y Swyddog Monitro Contractau Sicrhau Ansawdd sy'n ymweld a'r sefydliadau fel rhan o raglen dreigl reolaidd o fonitro.
- Monitro gwasanaethau gan ddefnyddio dull sy'n seiliedig ar gryfder gan ddefnyddio'r fframwaith Arwyddion Diogelwch, dadansoddi'r hyn a welir yn yr ymweliadau monitro ac yn dibynnu ar yr hyn sy'n cael ei arsylwi, gwneud asesiad mewn perthynas â pha mor ddiogel yw'r gwasanaeth ac ansawdd y gwasanaeth sy'n cael ei ddarparu i blant ac oedolion sy'n agored i niwed. Mewn sefyllfaoedd lle mae risg wedi'i nodi, mae angen asesiad o'r hyn y mae

angen ei weithredu ar unwaith ac yn dibynnu ar lefel y risg, mae angen gwneud penderfyniad a oes angen cynyddu hyn ar unwaith i wasanaethau diogelu neu a yw arweiniad a chyngor priodol i'r darparwr yn ddigonol i liniaru'r risg ac i allu cyfathrebu'n glir ac yn dryloyw a'r darparwr, unrhyw faes o bryderon sydd wedi'u nodi ac i ddarparu cyngor ac arweiniad i'r darparwr er mwyn iddynt allu unioni'r materion sy'n peri pryder.

- Fel rhan o'r gwaith monitro, bydd yn ofynnol i'r Swyddog monitro Contract Sicrhau Ansawdd allu dadansoddi ansawdd y gwasanaeth ac unrhyw risgiau i ddarpariaeth gwasanaeth, trwy werthuso amgylchedd y gwasanaeth (yn arbennig o berthnasol i gartrefi preswyl/cartrefi nyrsio a thenantiaethau â chymorth), ansawdd yr holl ddogfennaeth, e.e. cynlluniau gofal, recordiadau, asesiadau risg ac ati, ansawdd y polisïau a'r gweithdrefnau sydd wedi'u rhoi ar waith gan y darparwr ac ansawdd y prosesau sydd ar waith i reoli, goruchwylio a hyfforddi staff.
- Rhan o waith y Swyddog Sicrhau Ansawdd a Monitro Contractau wrth fonitro unrhyw ddarparwr gofal fydd siarad â defnyddwyr gwasanaeth a'u teuluoedd, i gael eu barn am ansawdd y gofal a'r cymorth sy'n cael ei ddarparu. Bydd y Swyddog Monitro Contractau Sicrhau Ansawdd yn ymgorffori barn defnyddwyr gwasanaeth yn y ddogfennaeth monitro contractau.
- Nodi, dogfennu ac adrodd unrhyw feysydd o bryder/risg a gweithio gyda darparwyr gwasanaeth i gynllun gwella y cytunwyd arno.
- Pan fo'r darparwr yn destun Pryderon Cynyddol neu Broses Monitro Rhyngasiantaethol ar y Cyd, bydd disgwyl i'r swyddog gynnal ymweliadau rheolaidd â'r gwasanaeth i fonitro a sicrhau ansawdd, mewn perthynas â gweithredu'r darparwr o'r Cynlluniau Gweithredu Cywiro a/neu
- Ddatblygu ac i fynd i'r afael â'r materion perfformiad a nodwyd.
- Darparu adroddiadau ysgrifenedig a llafar cyfredol a chywir i gyfarfod Pryderon Cynyddol neu Broses Monitro Rhyngasiantaethol ar y Cyd neu gyfarfod Grŵp Cynghori ar Wasanaethau Cymdeithasol Cartref (HOSCG) mewn perthynas â gwelliannau a wnaed neu na wnaed gan y darparwr mewn perthynas a'r Cynllun Gweithredu Cywirol a/neu Ddatblygiadol sydd wedi'i roi ar waith. Bydd yr adroddiadau hyn yn cael eu defnyddio i asesu'r risg gyfredol y mae'r gwasanaeth yn ei pheri a gallant lywio a oes angen atal lleoliadau, parhau i atal lleoliadau neu ailgychwyn lleoliadau/defnyddio'r gwasanaeth.
- Adrodd i'r Swyddog Arweiniol Gwasanaethau Gwella a Sicrhau Ansawdd Arwain unrhyw faterion diogelu a nodwyd mewn perthynas â defnyddwyr gwasanaeth a gwneud adroddiad diogelu i'r awdurdod lleol drwy'r prosesau a'r gweithdrefnau cymeradwy.
- Cysylltu â phob rhanddeiliad perthnasol gan gynnwys defnyddwyr gwasanaeth, eu cynrychiolwyr, gofalwyr, rheolwyr gofal, gweithwyr iechyd proffesiynol a swyddogion Arolygiaeth Gofal Cymru.
- Bod yn rhan o ddatblygu protocol monitro ar y cyd rhwng Iechyd a Gofal

Cymdeithasol mewn perthynas a monitro gwasanaethau cartrefi nyrsio ac ymgymryd ag ymweliadau monitro ar y cyd ag lechyd i'r gwasanaethau hyn.

- Cynorthwyo i ddatblygu fframwaith cadarn i alluogi coladu adborth defnyddwyr gwasanaeth a theuluoedd ansoddol cyson ynghylch ansawdd gwasanaeth a gomisiynwyd ac i sicrhau bod y broses Sicrhau Ansawdd a monitro contract mor ganolog â phosibl fel bod gan ddefnyddwyr gwasanaeth a'u teuluoedd lais clir wrth ein hysbysu am ansawdd y gwasanaeth, a'u barn ar sut y gellid gwella gwasanaeth.
- Datblygu perthnasoedd gwaith cadarnhaol gyda rheolwyr darparwyr gwasanaeth er mwyn cynnig cefnogaeth a chymorth adeiladol.
- Darparu adroddiad cryno ar bob gwasanaeth a monitro i'r darparwr gan ddefnyddio'r fframwaith Arwyddion Diogelwch ac adrodd i'r Swyddog Arweiniol Ansawdd ac i'r Swyddog Comisiynu a Chontractau a rhanddeiliaid eraill a nodwyd.
- Adrodd ar ganlyniadau monitro, ymgymryd â chamau cydymffurfio â chontractau a'r holl drefniadau gweinyddol angenrheidiol.
- Sefydlu a monitro perfformiad sicrhau ansawdd parhaus darparwyr gwasanaeth, gan goladu gwybodaeth a dderbynnir o ddiogelu, cwynion a phryderon gyda phrosesau darparwyr.
- Cysylltu'n effeithiol â chydweithwyr mewnol ac allanol i ddatblygu systemau i reoli gwybodaeth a choladu deallusrwydd data sy'n cyfrannu tuag at y farn 'gyffredinol' o'r ansawdd sy'n cael ei ddarparu gan wasanaeth ac i adeiladu cronfa ddata gynhwysfawr o wybodaeth i gefnogi penderfyniadau a dadansoddi risg mewn perthynas â gwasanaeth yn y dyfodol.
- Pan fo pryderon lefel isel yn cael eu codi mewn perthynas â gwasanaeth, i ddilyn hyn gyda'r darparwr gwasanaeth, cytuno ar gamau i ddabys y problemau ac adolygu i sicrhau bod y camau gweithredu wedi'u cwblhau ac i gofnodi'r hyn sydd wedi'i wneud ar y gronfa ddata I gofrestru'r pryder a'r camau a gymerwyd.
- Cysylltu â Thîm Diogelu'r Awdurdod Lleol pan fo'n briodol ac yn absenoldeb yr Arweinydd Sicrhau Ansawdd, bod yn rhan o drafodaethau strategaeth a chyfarfodydd strategaeth er mwyn darparu gwybodaeth i'r tim diogelu a fydd yn helpu i wneud penderfyniadau ynghylch a ellir rheoli pryder o dan brosesau sicrhau ansawdd neu a oes angen symud ymlaen drwy weithdrefnau diogelu.
- Nodi ac ymchwilio i fodelau cyfredol o arfer gorau mewn monitro contractau a'u cymhwyso i'r systemau contractio a ddefnyddir gan yr awdurdod hwn.
- Cydymffurfio â gofynion iaith Gymraeg y swydd - Lefelau ALTE;
    - Gwrando/Siarad - 3,
    - Darllen - 3
    - Ysgrifennu - 3
- Cydweithredu â'ch cyflogwr a dilyn cyngor a chyfarwyddiadau iechyd a diogelwch, i gynnwys cwblhau'r Asesiad Risg perthnasol yn ystod cyfnod Covid-19 (os yw'n berthnasol).
- Cydymffurfio â'r egwyddorion a'r arfer o gyfle cyfartal fel y'u nodir ym Mholisi

Cyfle Cyfartal y Cyngor. • Mae'r swydd hon wedi'i heithrio o Ddeddf Adsefydlu Troseddwyr 1974 ac mae'n destun gwiriad DBS uwch.
Cyfeirnod at Ddibenion Gwerthuso Swyddi JD 1518

Manyleb Person

Gofynnol			
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	Gradd, Tystysgrif Genedlaethol Uwch (HNC) / NVQ4 neu gymhwyster iechyd proffesiynol neu ofal cymdeithasol neu ymrwymiad i gael cymhwyster o fewn amserlen y cytunwyd amo.		
Sgiliau leithyddol Cymraeg	Gwrando/Siarad: Darllen: Ysgrifennu:	**Lefel 3** **Lefel 3** **Lefel 3**	Rhaid cwrdd a'r sgiliau ieithyddol Cymraeg a nodwyd o fewn dwy flynedd i benodiad.
Sgiliau leithyddol Saesneg	Gwrando/Siarad: Darllen: Ysgrifennu:	**Lefel 5** **Lefel 5** **Lefel 5**	Rhaid cwrdd a'r sgiliau ieithyddol Saesneg a nodwyd ar apwyntiad.
Sgiliau Ymarferol / Personol	• Gwybodaeth weithredol dda o ddeddfwriaeth gyfredol a gofynion rheoleiddiol **SSWBA** 2014 a RISCA a'r holl ganllawiau a pholisïau sy'n berthnasol i ddarparu gofal a lleoliadau cofrestredig. • Gwybodaeth dda o bolisïau, strategaethau a datblygiadau cyfredol mewn ymarfer gofal cymdeithasol. • Dealltwriaeth o Wasanaethau Gofal Cymdeithasol. • Y gallu i gyfathrebu'n effeithiol â defnyddwyr gwasanaeth, rheolwyr, gofalwyr, gweithwyr proffesiynol ac asiantaethau eraill, yn enwedig mewn sefyllfaoedd lle efallai y bydd angen herio arferion gwael/safonau gofal gwael. • Y gallu i asesu a dadansoddi risg fel y mae'n ymwneud â darparu gwasanaethau. • Y gallu i reoli llwyth gwaith heriol a chymhleth. • Gallu a hyder i weithio ar eich pen eich hun. • Y gallu i weithio ar fenter eich hun ac i ddeall pryd mae'n briodol i ofyn am gyngor ac arweiniad pellach. • Ymrwymiad i ddatblygu ymarfer a gwasanaethau sy'n hyrwyddo cydraddoldeb. • Safon dda o sgiliau cyfathrebu, ysgrifenedig a llafar mewn ystod eang o sefyllfaoedd. • Sgiliau rhifiadol a dadansoddol da. • Sgiliau trefnu a gweinyddol da. • Sgiliau TG da (Excel a Word). • Y gallu i ddadansoddi data meintiol ac ansoddol		

	cymhleth i ddod i gasgliadau. • Y gallu i baratoi adroddiadau clir, cryno a chywir. • Y gallu i gyflwyno adroddiadau mewn cyfarfodydd. • Y gallu i deithio o amgylch *y* sir. • Y gallu i siarad Cymraeg neu barodrwydd i gyrraedd safon Angenrheidiol; (Lefelau ALTE; Gwrando - 3, Siarad - 3, Darllen – 3)
Profiad Hanfodol	• Tri blynedd neu fwy o brofiad a dealltwriaeth o weithio ym maes iechyd neu ofal cymdeithasol a dealltwriaeth o Wasanaethau Gofal Cymdeithasol yng Nghymru. • Profiad o fonitro a goruchwylio darpariaeth gofal yn erbyn safonau gwasanaeth. • Profiad o weithio a fewn fframwaith statudol. • Profiad o weithio mewn partneriaeth a'r asiantaethau statudol, annibynnol a gwirfoddol.
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	• Addysgwyd i radd, Tystysgrif Genedlaethol Uwch (HNC) / NVQ4 neu gymhwyster iechyd proffesiynol neu ofal cymdeithasol neu ymrwymiad i gael cymhwyster o fewn amserlen y cytunwyd amo. • Ymrwymiad i ymgymryd ag unrhyw gymhwyster sy'n berthnasol i'r swydd hon.
Dymunol	
Cymwysterau / Hyfforddiant	• Hyfforddiant Comisiynu neu Gaffael
Sgiliau Ymarferol / Personol	• Profiad o weithio o fewn fframwaith statudol ac ymwybyddiaeth o gyfraith contractau • Dealltwriaeth fanwl o weithgaredd comisiynu, contractio a sut mae'n ymwneud â darparu gwasanaethau.

Job Description

Post Name	Quality & Service Improvement Monitoring Officer
Service	Porth Cynnal
Grade	8
Spinal Point/s	18-22
Salary	£32,578 - £34,811
Job Purpose	• The Council commission and contract with a wide range of private sector and third sector social care organisations, to provide social care services. The council also have a number of in-house social care provisions. All commissioned and in-house provisions need to be monitored and quality assured to ensure that the services provided are delivering high quality care and support and are safeguarding vulnerable children and adults and that services are complying with contractual and regulatory requirements. • The post holder is responsible for undertaking contract monitoring/quality assurance visits to all commissioned providers and in-house provision, on a regular basis, to ensure that the services are being provided in line with R.I.S.C.A regulations and in line with the Social Services and Well-Being Act 2014, that the provider is complying with their contractual arrangements and providing a service to the highest quality standard of care for vulnerable children and adults. A Quality Assurance report will be written by the Quality Assurance Contract Monitoring Officer, following each visit, advising the providers of the areas of strength that are evident in the service provision, and also advising the provider where there are areas of concern/risk which need addressing. The QA Monitoring Officer will make recommendations about how the service could improve. Areas of concern identified during the QA monitoring visits, by the officer, will need to be addressed with the provider at the end of the visit and any serious concerns will need to be escalated to the Quality Assurance Lead and in some circumstances to the Local Authority's Safeguarding Team.

	• The post holder will be involved in the quality assuring and contract monitoring of all domiciliary care providers, residential and nursing home care provision, supported tenancy provision, and any other regulated care settings. Where Ceredigion County Council have commissioned a service outside of the Local Authority area for an individual, it could also be necessary to undertake a quality assurance/contract monitoring process at that particular setting.
Location	Penmorfa, Aberaeron
Hours of Work	37 hours per week
Type of Contract	Full-time
Contract Duration	Permanent
Line Managers Job Title	Quality and Service Improvement Co-Ordinator
Supervisory/Managerial Responsibilities	None
Accountability	Quality and Service Improvement Co-Ordinator
Contractual Terms Associated with the Post	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 being appointed to this post.
Duties and Responsibilities	
Principal Responsibilities: • To help develop and embed a contract monitoring/Quality Assurance process that will systematically monitor the quality and performance of all contracted and in house services that are both commissioned and directly provided by Ceredigion County Council The contract monitoring-Quality Assurance process will be undertaken by the Quality Assurance Contract Monitoring Officer visiting the establishments as part of a regular rolling program of monitoring. The visit could be announced or unannounced. Where there are concerns about a particular provider, more frequent visits would need to be undertaken in order to ensure that the provider is making necessary improvements to their service in order to mitigate risk. • To monitor services using a strength-based approach using the Signs of Safety	

framework, to analyse what is observed in the monitoring visits and depending on what is observed, make an assessment in relation to how safe the service is and the quality of the service that is being provided to vulnerable children and adults. In situations where risk has been identified, an assessment of what needs to be actioned immediately is required and depending on the level of risk, a decision needs to be made whether this needs immediate escalation to safeguarding services or whether appropriate guidance and advice to the provider is sufficient to mitigate the risk and to be able to communicate clearly and transparently to the provider, any area of concerns that have been identified and to provide advice and guidance to the provider in order that they may rectify the issues of concern.

- As part of the monitoring work, the Quality Assurance Contract monitoring Officer will be required to be able to analyse the quality of the service and any risks to service provision. by evaluating the service's environment (particularly relevant to residential/nursing home and supported tenancies), the quality of all documentation, e.g. care plans, recordings, risk assessments etc, the quality of policies and procedures that have been put in place by the provider and the quality of the processes in place to manage, supervise and train staff.
- Part of the work of the Quality Assurance and Contract Monitoring Officer when monitoring any care provider will be to talk to service users and their families, to gain their views of the quality of care and support that is being provided. The QA Contracts Monitoring Officer will incorporate the views of service users within the contract monitoring documentation.
- To identify, document and report any areas of concern/risk and work with service providers to an agreed plan of improvement.
- Where the provider is the subject of an Escalating Concerns or Joint Interagency Monitoring Process, the officer will be expected to undertake regular visits to the service to monitor and quality assure, in relation to the provider's implementation of the Corrective and/or Developmental Action Plans
- To address the performance issues identified.
- To provide up to date accurate written and verbal reports to an Escalating Concerns or Joint Interagency Monitoring Process or HOSCG meeting in relation to improvements that have or have not been made by the provider in relation to the Corrective and/or Developmental Action Plan that has been put in place. These reports will be used to assess the current risk the service poses and may inform whether or not there needs to be a suspension of placements, a continued suspension of placements or a re-commencement of placements/use of the service.
- To report to the Service Improvement and Quality Assurance Lead any safeguarding issues identified in relation to service users and to make a safeguarding report to the local authority through the approved processes and procedures.

- To liaise with all relevant stakeholders including service users, their representatives, carers, care managers, health professionals and Care Inspectorate Wales officers.
- To be involved in developing a joint monitoring protocol between Health and Social Care in relation to the monitoring of Nursing Home services and to undertake joint monitoring visits with Health to these services.
- To assist in the development of a robust framework to enable the collation of consistent qualitative service user and family feedback regarding the quality of a commissioned service and to ensure that the QA and contract monitoring process is as person centered as possible so that service users and their families have a clear voice in informing us of the quality of the service, and their views on how a service could be improved.
- To develop positive working relationships with service provider managers in order to offer constructive support and assistance to ensure that the services being delivered, meet contractual standards.
- To provide a concise report on each monitored service to the provider using the Signs of Safety framework and report to the Quality Lead Officer and to the Commissioning and Contracts Officer and other identified stakeholders.
- To report outcomes of monitoring, undertaking contract compliance action and all necessary administrative arrangements.
- To establish and monitor ongoing quality assurance performance of service providers, collating information that is received from safeguarding, complaints and concern with provider processes.
- To effectively liaise with internal and external colleagues to develop systems to manage information and collate data intelligence that contributes towards the 'overall' view of the quality being provided by a service and to build up a comprehensive data base of information to support future decisions and analysis of risk in relation to a service.
- Where low level concerns are raised in relation to a service, to follow this up with the service provider, agree actions to resolve the issues and review to ensure that the actions have been completed and to record what has been done on the database to register the concern and actions taken.
- To liaise with the Local Authority's Safeguarding Team when appropriate and in the absence of the Quality Assurance Lead, to be involved in strategy discussions and strategy meetings in order to provide information to the safeguarding team which will assist in making decisions as to whether a concern can be managed under quality assurance processes or needs to progress through safeguarding procedures.
- To identify and research current models of best practice in contract monitoring and apply these to the contracting systems in use by this authority.
- To comply with Welsh language requirements of the position- ALTE Levels;

- Listening/Speaking – 3
- Reading – 3
- Writing – 3

- To co-operate with your employer and follow health and safety advice and instructions, to include the completion of the relevant Risk Assessment during the Covid-19 period (if applicable).
- To abide by the principles and practice of equality of opportunity as laid down in the Council's Equal Opportunities Policy.
- This position is exempt from the Rehabilitation of Offenders Act 1974 and is subject to an Enhanced DBS check.

Job Evaluation Post Ref: JD 1518

Person Specification

Essential		
Academic / Professional / Technical/ Vocational Qualifications	Degree, HNC /NVQ4 or professional health or social care qualification or a commitment to obtain a qualification within an agreed timescale.	
Welsh linguistic Skills	Listening/Speaking: **Level 3** Reading: **Level 3** Writing: **Level 3**	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.
Practical and personal skills	• Good working knowledge of current legislation and regulatory requirements of SSWBA 2014 and RISCA and all guidance and policies relevant to the provision of care and registered settings. • Good knowledge of current policies, strategies and developments in social care practice. • An understanding of Social Care Services. • Ability to communicate effectively with service users, managers, carers, professionals and other agencies, particularly in situations where poor practice/poor standards of care may need to be challenged. • Ability to assess and analyse risk as it relates to service provision. • Capacity to manage a challenging and complex workload. • Ability and confidence to work alone. • Ability to work on own initiative and to understand when it is appropriate to escalate for further advice and guidance. • Commitment to the development of practice and services which promote equality. • A good standard of communication skills, written and oral in a wide range of situations. • Good numerical and analytical skills. • Good organisational and administrative skills. • Good IT skills (Excel and Word). • Ability to analyse complex quantitative and qualitative data to arrive at conclusions.	

	• The ability to prepare clear, concise and accurate reports. • The ability to present reports in meetings. • Ability to travel around the county. • Ability to speak Welsh or willingness to reach a Required standard; (ALTE Levels; Listening - 3, Speaking - 3, Reading – 3)
Required Experience	• Three or more years of experience and understanding of working in health or social care and an understanding of Social Care Services in Wales. • Experience of monitoring and supervising care provision against service standards. • Experience of working within a statutory framework and some awareness of contract law. • Experience of working in partnership with the statutory, independent and voluntary agencies.
Training/education required to be undertaken for the post/worked towards	• Educated to Degree, HNC /NVQ4 or professional health or social care qualification or a commitment to obtain a qualification within an agreed timescale. • Commitment to undertaking any qualification relevant to this post.
Desirable	
Qualifications / Training	• Commissioning or Procurement training.
Practical / Personal Skills	• Experience of working within a statutory framework and awareness of contract law. • A detailed understanding of commissioning, contracting activity and how it relates to service delivery.