Cyngor Abertawe
Swansea Council

Teitl y Swydd:	Llety Dros Dro Gweithiwr Cymorth Nos Peripatetig		
Rhif y Swydd:	PL.74692		
Cyfarwyddiaeth:	Lle		
Ardal ac Adran Gwasanaeth:	Tai ac Iechyd y Cyhoedd. Gwasanaethau Landlordiaid a Thai Cymunedol		
Rheolwr Uned:	Rheolwr Llety â Chymorth	**Nifer yr adroddiadau uniongyrchol:**	0
Proffil Teulu a Rôl Swydd:	SCW40 A	**Gradd:**	6

DISGRIFIAD SWYDD

Crynodeb o'r Rôl	
Adrodd i:	Arweinydd Tîm Llety â Chymorth
Pwrpas y swydd:	Mae cynllun(au) Llety Cymorth Dros Dro y Gwasanaethau Tai yn darparu llety i bobl sy'n profi digartrefedd. Pwrpas swydd Llety Dros Dro Gweithiwr Cymorth Nos Peripatetig yw cymryd rhan weithredol yn y broses o ddarparu pob agwedd o ddydd i ddydd ar y cynlluniau Llety â Chymorth Dros Dro a darparu gwasanaethau cynllun yn ystod y nos. Mae hyn yn cynnwys darparu cymorth i breswylwyr y cynlluniau, rheoli tai a rheoli mangreoedd/adeiladau.
Cyfrifoldebau Allweddol:	1. Cynnal safonau gwasanaeth gan sicrhau bod gwasanaethau yn canolbwyntio ar y person, a bod llety yn ddiogel, yn ddymunol ac yn addas i'r diben. 2. Darparu gwasanaeth cyngor a chymorth cadarn sy'n cyd-fynd â chanllawiau a fframwaith canlyniadau'r Grant Cymorth Tai. Darparu cyngor a chymorth ar ystod o faterion sy'n wynebu preswylwyr y cynllun(ion) fel rhan o lwybr o ddarpariaeth cymorth o argyfwng digartrefedd i symud ymlaen i lety sefydlog. Bydd hyn yn cynnwys darparu cymorth cyffredinol i breswylwyr fel rhan o dîm y cynllun(ion). 3. Darparu cymorth i fynd i'r afael â materion tai a / neu faterion personol, adeiladu hyder ac yn y pen draw gwella gallu preswylwyr i gynnal a chynnal llety yn y dyfodol.

	4. Sicrhau bod yr holl ymyriadau cymorth, cynnydd a chanlyniadau yn cael eu cydlynu, eu monitro a'u cofnodi yn unol â chanllawiau'r Grant Cymorth Tai a gofynion fframwaith canlyniadau. 5. Darparu sesiynau a gweithgareddau dargyfeirio i roi hwb i gyfleoedd a lleihau ynysu. 6. Darparu gwasanaeth cwsmeriaid rhagorol, gwrando ac empathi gyda phreswylwyr a dangos awydd i helpu a chefnogi tra'n cadw dealltwriaeth y preswylwyr o ganlyniadau realistig. Sicrhau bod yr holl waith yn cael ei wneud mewn modd nad yw'n feirniadu a bod ffiniau proffesiynol a chyfrinachedd yn cael eu cadw. 7. Darparu gwasanaethau gyda dull trawma. 8. Er mwyn sicrhau bod materion diogelu yn cael eu trin yn briodol. 9. Darparu gwasanaeth rheoli tai cyfredol a chadarn sy'n cynnwys rheoli gwagle, gosodiadau, rheoli tenantiaeth ac ymddygiad gwrthgymdeithasol, rheoli rhenti ac incwm ac adrodd atgyweiriadau. 10. Cynorthwyo gyda phob agwedd ar reoli adeiladau/adeiladau ac lechyd a Diogelwch ar gyfer y gwasanaeth i sicrhau bod y gwasanaeth yn cydymffurfio ac yn ddiogel. Bydd hyn yn cynnwys gweithrediad ymarferol o ddydd i ddydd y llety.
Dyletswyddau Ychwanegol:	1. Ymdrin â materion glanhau ad hoc sy'n gofyn am sylw ar unwaith, a allai gynnwys deunydd peryglus. 2. Cysylltu ag adrannau eraill o fewn yr Uned Wasanaeth, adrannau eraill y Cyngor a sefydliadau allanol, gan gynnig cyngor ac arweiniad, i sicrhau bod safonau'r gwasanaeth a ddarperir yn cael eu cynnal i lefel dderbyniol a'u gwella. Sicrhau bod gwaith partneriaeth a chyswllt mewn perthynas ag achosion unigol yn digwydd. 3. Cyfrannu at ddatblygiad parhaus cynllun(au) Llety â Chymorth Dros Dro a gwasanaethau digartrefedd. 4. Cysylltu ag Aelodau'r Ward ac ymdrin ag ymholiadau gan ASau ac ASau yn ôl yr angen. 5. Goruchwylio a hyfforddi staff eraill yn ôl yr angen. 6. Cynorthwyo a chymryd rhan mewn gweithgorau amrywiol yn ôl yr angen. 7. Cadw i fyny â newidiadau deddfwriaethol a pholisi yn y tirweddau lleol a chenedlaethol. 8. Cynorthwyo i ddatblygu a gweithredu polisïau a gweithdrefnau adrannol a Chyngor.

	9. Cydymffurfio â'r holl bolisïau, gweithdrefnau a gofynion adrannol a'r Cyngor e.e. Diogelu, Cofnodi Amser, Cyfle Cyfartal, presenoldeb a chyfranogiad llawn mewn sesiynau hyfforddi/datblygu staff ac ati. 10. Cynorthwyo i ddatblygu mentrau rheoli, e.e. Rheoli ac Arfarnu Perfformiad, Datblygiad Proffesiynol Parhaus, ac ati. 11. Deall, gweithredu ac atgyfnerthu egwyddorion y Ddeddf Diogelu Data (gan gynnwys GDPR) a'r Ddeddf Rhyddid Gwybodaeth ac i gydymffurfio ag unrhyw brotocolau rhannu gwybodaeth y gellir eu cytuno ag asiantaethau partner. 12. Darparu mewnbwn datblygiadol i agenda Llwyddiannus a Chynaliadwy Abertawe yn ôl yr angen. 13. Sicrhau bod yr holl weithgareddau'n cael eu gweithredu yn unol â Chyfle Cyfartal. 14. Ymgymryd ag unrhyw ddyletswyddau eraill yn ôl yr angen.
Amgylchiadau Gweithio Swydd	1. Bydd deiliad y swydd wedi'i leoli'n bennaf o fewn y cynlluniau, gan weithio'n hyblyg ar draws tasgau a lleoliadau ar draws y Cyngor, i'w benderfynu ar sail shifft fesul shifft yn ôl anghenion gwasanaeth. 2. Gweithio nosweithiau ar rota shifft sy'n cynnwys penwythnosau a gwyliau banc heb fod yn fwy na 37 awr yr wythnos. 3. Gweithredu fel gorchudd wrth gefn ar gyfer shifftiau eraill ar sail rota. 4. Ymgymryd â dyletswyddau tebyg neu wneud addasiadau rhesymol i shifftiau fel y gofynnwyd. 5. Yn gallu delio â materion sensitif/emosiynol, ymddygiad heriol a sefyllfaoedd argyfwng gan gynnwys ynghylch diogelu. 6. Disgwylir iddynt fynychu cyfarfodydd rhwng Swyddogion, Aelodau, preswylwyr, a sefydliadau eraill yn ôl yr angen, a all gynnwys gweithio gyda'r nos. 7. Disgwylir i gymryd rhan mewn rota stand by call out y tu allan i oriau swyddfa. 8. Disgwylir i gael defnydd sylweddol o gyfrifiadur personol bob dydd. 9. Disgwylir fel gofyniad gorfodol i ddefnyddio system Gweithiwr Unigol y Gwasanaeth wrth weithio ar ei ben ei hun. 10. Gellir trosglwyddo'r swydd o un ardal i'r llall yn dibynnu ar angen. Nid oes hawl i unrhyw gostau trosglwyddo na chostau aflonyddu gan fod disgwyliad o symud swyddi o fewn y Sir.

	Gofynion Iechyd a Diogelwch 1. Rhaid i ddeiliad y swydd, tra yn y gwaith, gymryd gofal rhesymol am iechyd, diogelwch a lles eu hunain a phersonau eraill y gallai eu gweithredoedd neu eu hepgoriadau effeithio arnynt. 2. Rhaid i ddeiliad y swydd gydymffurfio â darpariaethau Deddf Iechyd a Diogelwch yn y Gwaith etc 1974, a'r rheoliadau a wneir o dan y Ddeddf honno sy'n berthnasol i'w weithgareddau gwaith. 3. Bydd deiliad y swydd yn cyflawni ei gyfrifoldebau am iechyd a diogelwch fel y manylir yn y Polisi Iechyd a Diogelwch Corfforaethol Dinas a Sir a'i drefniadau.

MANYLEB PERSON

Addysg, Cymwysterau a Hyfforddiant	
Hanfodol	1. Safon dda o addysg gyffredinol. Neu yn gallu dangos profiad cyfatebol.

Dymunol	1. Cymhwyster mewn Tai neu Iechyd a Gofal Cymdeithasol. 2. Hyfforddiant Budd-daliadau Lles. 3. Hyfforddiant perthnasol mewn dulliau sy'n seiliedig ar drawma. 4. Hyfforddiant perthnasol mewn rheoli mangreoedd a/neu iechyd a diogelwch.
Tystiolaeth	Mae'r holl dystysgrifau i'w darparu yn y cyfweliad i'w dilysu.
Sgiliau / Cymhwysedd Technegol / Proffesiynol	
Hanfodol	1. Rhaid i ymgeiswyr fod â lefel uchel o gymhwysedd technegol yn y meysydd a bennir yn y Disgrifiad Swydd. 2. Gwybodaeth am fudd-daliadau lles. 3. Dealltwriaeth o ffiniau proffesiynol. 4. Sgiliau cyfathrebu cryf yn bersonol ac yn ysgrifenedig, y gellir eu deall ar draws ystod o bobl sydd â lefelau gwahanol o ddealltwriaeth. 5. Y gallu i ddehongli gwybodaeth, datrys problemau a gwneud penderfyniadau sy'n briodol i'r swydd. 6. Gallu blaenoriaethu pwysau gwaith pan fyddant yn codi a bodloni targedau a dyddiadau cau. 7. Y gallu i fod yn hyblyg ac yn addasadwy i newid. 8. Y gallu i weithio gyda phobl o bob lefel o fewn a thu allan i'r sefydliad. 9. TG Literate a gwybodaeth weithredol o gymwysiadau Microsoft office. 10. Y gallu i weithio shifftiau nos a pharodrwydd i wneud addasiadau rhesymol fel y gofynnwyd.
Dymunol	1. Gwybodaeth am faterion digartrefedd lleol, angen tai a gwasanaethau digartrefedd. 2. Gwybodaeth am y System Cyfiawnder Troseddol. 3. Gwybodaeth am ddeddfwriaeth berthnasol i gynnwys Deddf Tai (Cymru) 2014, Deddf Rhentu Cartrefi (Cymru) 2016 a Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014. 4. Dealltwriaeth glir o waith y Cyngor a mecaneg democratiaeth leol gan gynnwys rôl aelodau etholedig
Tystiolaeth	Yn y cyfweliad yna yn y post.
Profiad	
Hanfodol	1. Profiad o ddarparu cefnogaeth. 2. Profiad o fonitro a chofnodi ymyriadau cymorth, cynnydd a chanlyniadau. 3. Profiad o weithio gyda phobl ag anghenion cymhleth.
Dymunol	1. Profiad o weithio yn y sector tai cymdeithasol yn darparu cymorth rheoli tai neu gymorth sy'n gysylltiedig â thai neu gyngor digartrefedd. 2. Profiad o weithio mewn amgylchedd llety â chymorth. 3. Profiad o ddarparu cyngor a chymorth i bobl mewn angen tai o fewn cylch gwaith y Fframwaith 'Grant Cymorth Tai'. 4. Profiad rheoli tenantiaeth. 5. Profiad o gynorthwyo gyda rheoli adeiladau ac iechyd a diogelwch mewn adeilad preswyl neu amgylchedd tebyg. 6. Profiad o weithio yn effeithiol mewn cydweithrediad a phartneriaeth ag ystod eang o asiantaethau statudol ac anstatudol.
Tystiolaeth	Yn y cyfweliad, yna yn y post.
Cymwyseddau a Galluoedd	

Hanfodol	1. Cynnal dull proffesiynol a moesegol o weithio ac mae ganddo ddealltwriaeth o ble mae'r rôl yn ffitio o fewn y tîm/gwasanaeth a'r Cyngor. 2. Y gallu i gynllunio a threfnu gwaith yn effeithiol. 3. Y gallu i ddangos gwneud penderfyniadau effeithiol o fewn fframweithiau priodol o fewn y tîm a'r maes gwasanaeth ehangach. Dangos hyder yn y farn a'i barodrwydd i ddysgu. 4. Y gallu i adeiladu perthynas waith ag eraill, gan weithio ar y cyd ac yn llwyddiannus gydag eraill. 5. Y gallu i gyfathrebu'n effeithiol a defnyddio dylanwad yn foesegol ac yn broffesiynol. 6. Dangos brwdfrydedd a pharodrwydd i wasanaethu'r gymuned, gan gynnal safonau gofal cwsmeriaid sy'n sicrhau boddhad cwsmeriaid, ar ran y gwasanaeth. 7. Dangos moeseg gwaith tîm gyda lefelau uchel o gymhelliant. Cael parodrwydd i fynd y 'filltir ychwanegol' gydag ymrwymiad i gyflawni canlyniadau unigol a thîm. 8. Y gallu i ymateb yn gadarnhaol i sefyllfaoedd anodd ac weithiau anwadal.
Dymunol	Dangos sensitifrwydd a dealltwriaeth o'r materion sy'n wynebu pobl ddigartref
Tystiolaeth	Yn y cyfweliad, yna yn y post.
Trwydded Yrru Gyfredol	
Hanfodol	Defnydd o gar eich hun: Os oes gan ddeiliad y swydd anabledd a/neu nad yw'n gallu gyrru, yna gallant chwilio am ddull cludo/cymorth amgen, y mae'n rhaid iddo fod yn ddull effeithiol a chost-effeithiol o deithio
Dymunol	
Tystiolaeth	Tystiolaeth bod deiliad y swydd wedi'i yswirio'n briodol at ddibenion busnes i'w darparu bob blwyddyn
Trwydded Yrru Gyfredol	
Hanfodol	1. Dangos ymrwymiad i ffyrdd newydd y Cyngor o weithio, gan ddarparu amgylchedd cadarnhaol a chefnogol sy'n cychwyn ac yn galluogi arferion gwaith arloesol a chynaliadwy sy'n darparu gwasanaethau o ansawdd uchel i'n dinasyddion. 2. Cofleidio newid trwy gymryd rhan weithredol ac addasu i ffyrdd newydd o weithio gyda'n dinasyddion ac addasu iddynt, fel y cytunwyd trwy ymgynghori ffurfiol ag Undebau Llafur a Pholisïau a gweithdrefnau Adnoddau Dynol
Dymunol	
Tystiolaeth	Yn y cyfweliad, yna yn y swydd
Gwyliadwriaeth a Monitro Iechyd	
Bydd y swydd hon yn ei gwneud yn ofynnol i ddeiliad y swydd gymryd rhan mewn gweithdrefnau gwyliadwriaeth a monitro iechyd.	☒
Diogelu	
Mae'r Awdurdod yn unol â'r Polisi Diogelu Corfforaethol wedi ymrwymo i ddiogelu a hyrwyddo lles plant, pobl ifanc ac oedolion ac mae'n disgwyl i'r holl staff a gwirfoddolwyr rannu'r ymrwymiad hwn. Mae'r Awdurdod yn disgwyl i'r holl staff ymgymryd â hyfforddiant diogelu gorfodol ar gyfer amddiffyn plant ac oedolion.	
Cyfle Cyfartal	
Bydd ymgeiswyr yn dangos bod yr holl weithgareddau yn cael eu cynnal yn unol â Deddf Cydraddoldeb 2010 a Pholisi a Gweithdrefnau Cyfle Cyfartal Cyngor Abertawe. Rhaid i bob gweithiwr a rheolwr fod yn ymwybodol o'r Ddeddf Cydraddoldeb fel ei bod yn cael ei hystyried yn eu gwaith, lle bo hynny'n berthnasol, i sicrhau cydymffurfiaeth â deddfwriaeth.	

Gwerthoedd y Cyngor
Mae gwaith y Cyngor yn cael ei ategu gan dri gwerth craidd sy'n llywio sut mae'r sefydliad yn gweithredu a sut mae gwasanaethau yn cael eu darparu. **Mae People Focus** yn sicrhau bod y Cyngor yn blaenoriaethu anghenion a chanlyniadau cymunedau lleol wrth barchu, gwerthfawrogi a chefnogi ei weithwyr. **Mae Gweithio Gyda'n Gilydd** yn adlewyrchu ymrwymiad y Cyngor i gydweithio ar draws gwasanaethau a gyda phartneriaid allanol i wneud y mwyaf o adnoddau a chyflawni'r canlyniadau gorau i gymunedau Abertawe. **Mae arloesi** yn gyrru'r Cyngor i feddwl a gweithio'n wahanol, gan annog syniadau a dulliau newydd sy'n helpu i gwrdd â heriau ariannol, demograffig a chymdeithasol wrth wella darparu gwasanaethau yn barhaus.

Gofynion laith Gymraeg ar gyfer y swydd hon Gwybodaeth am Asesu Sgiliau Iaith Gymraeg			
Dealltwriaeth	Lefel: 1	**Siarad**	Lefel: 1
Darllen	Lefel: 1	**Ysgrifennu**	Lefel: 1
Yn seiliedig ar yr uchod, mae'r gofyniad ar gyfer y swydd hon fel a ganlyn:			
Hanfodol	☐	**Dymunol**	☒
I'w ddysgu	☐	**Ddim yn ofynnol**	☐

Gwasanaeth Datgelu a Gwahardd (DBS) Mae'r swydd hon yn ei gwneud yn ofynnol i'r deiliad swydd gael y lefel o ddatgeliad DBS fel y nodir isod:			
Gwell ☒	**Safonol** ☐	**Sylfaenol** ☐	**Dim** ☐

Adolygiad/ Yr hawl i amrywio:	Mae'r Fanyleb Person hon fel sy'n berthnasol ar hyn o bryd a bydd yn cael ei hadolygu'n rheolaidd yn unol â'r Polisi Adolygu Rheoli Perfformiad Gweithwyr a'r broses Adolygu ac Arfarnu Datblygu Perfformiad. Gall y Manyleb Swydd a Pherson fod yn destun Amrywiad arall o fewn cylch gwaith y Proffil Rôl.

Llofnodi			
Deiliad y swydd:		**Dyddiad:**	

Cyngor Abertawe
Swansea Council

Job Title:	Peripatetic Night Support Worker Temporary Accommodation		
Position Number:	PL.74692		
Directorate:	Place		
Service Area & Section:	Housing and Public Health. Landlord and Community Housing Services		
Unit Manager:	Supported Accommodation Manager	**Number of direct reports:**	0
Job Family & Role Profile:	SCW40 A	**Grade:**	6

JOB DESCRIPTION

Summary of Role	
Reporting to:	Supported Accommodation Team Leader
Purpose of the Post:	The Housing Services Temporary Supported Accommodation scheme(s) provide accommodation for people experiencing homelessness. The purpose of the Peripatetic Night Support Worker Temporary Accommodation post is to take an active part in the provision of all day-to-day aspects of the Temporary Supported Accommodation schemes and the provision of scheme services during the night. This includes the provision of support to residents of the schemes, housing management and premises/building management.
Key Responsibilities:	1. To maintain service standards ensuring that services are person centred, and accommodation is safe, desirable, and fit for purpose. 2. To provide a robust advice and support service which aligns with the Housing Support Grant guidelines and outcomes framework. Providing advice and support on a range of issues faced by residents of the scheme(s) as part of a pathway of support provision from point of homelessness crisis to move on to settled accommodation. This will involve providing general support to residents as part of the scheme(s) team.

	3. Providing support to address housing issues and/or personal issues, build confidence and ultimately improve residents' ability to maintain and sustain future accommodation. 4. To ensure that all support interventions, progress, and outcomes are coordinated, monitored and are recorded in-line with the Housing Support Grant guidelines and outcomes framework requirements. 5. To provide sessions and diversionary activities to boost opportunities and reduce isolation. 6. To provide excellent customer service, listening and empathising with residents and showing a desire to help and support whilst maintaining the residents understanding of realistic outcomes. Ensuring that all work is carried out in a non-judgemental manner and that professional boundaries and confidentiality are maintained. 7. To deliver services with a trauma informed approach. 8. To ensure safeguarding matters are dealt with appropriately. 9. To deliver an up-to-date and robust housing management service which includes void management, lettings , tenancy management and anti-social behaviour, rents and income management and repairs reporting. 10. To assist with all aspects of premises/building management and Health and Safety for the service to ensure the service is compliant and safe. This will include the practical day-to-day operation of the accommodation.
Additional Duties:	1. To deal with ad hoc cleaning issues that require immediate attention which could include hazardous material. 2. To liaise with other sections within the Service Unit, other Council departments and outside organisations, offering advice and guidance, to ensure that the standards of service provided are maintained to an acceptable level and improved. To ensure that partnership and liaison work in relation to individual cases takes place. 3. To contribute to the ongoing development of Temporary Supported Accommodation scheme(s) and homelessness services. 4. To liaise with Ward Members and deal with enquiries from MSs and MPs as required. 5. To supervise and train other staff as required. 6. To assist and participate in various working groups as required.

	7. To keep up to date with legislative and policy changes in both the local and national landscapes. 8. To assist in the development and implementation of departmental and Council policies and procedures. 9. To comply with all departmental and Council policies, procedures and requirements e.g. Safeguarding, Time Recording, Equal Opportunities, attendance at and full participation in training/staff development sessions etc. 10. To assist in the development of managerial initiatives, e.g. Performance Management and Appraisal, Continuous Professional Development, etc. 11. To understand, implement and reinforce the principles of the Data Protection Act (including GDPR) and the Freedom of Information Act and to comply with any information sharing protocols that may be agreed with partner agencies. 12. To provide a developmental input into the Successful and Sustainable Swansea agenda as and when required. 13. To ensure that all activities are operated in accordance with Equal Opportunities. 14. To undertake any other duties as required.
Job Working Circumstances	1. The post holder will be primarily based within the schemes, working flexibly across tasks and locations across the Council, to be determined on a shift by shift basis according to service need. 2. To work nights on a shift rota that includes weekends and bank holidays not exceeding 37 hours per week. 3. To act as stand-by cover for other shifts on a rota basis. 4. To undertake similar duties or make reasonable adjustments to shifts as requested. 5. Able to deal with sensitive/emotive issues, challenging behaviour and emergency situations including around safeguarding. 6. Expected to attend meetings between Officers, Members, residents, and other organisations as required, which may involve evening working. 7. Expected to participate in an out of office hours stand by call out rota. 8. Expected to have considerable PC use on a daily basis.

	9. Expected as a mandatory requirement to use the Service's Lone Worker system when lone working. 10. The post may be transferred from one area to another dependent on need. There is no entitlement to any transfer costs or disturbance costs as there is an expectancy of movement of posts within the County. **Health and Safety Requirements** 1. The post holder shall, while at work, take reasonable care for the health, safety and wellbeing of themselves and of other persons who may be affected by their acts or omissions. 2. The post holder shall comply with the provisions of the Health and Safety at Work etc Act 1974, and regulations made under that Act relevant to their work activities. 3. The post holder shall fulfil their responsibilities for health and safety as detailed in the City and County of Corporate Health and Safety Policy and its arrangements.

PERSON SPECIFICATION

Education, Qualifications & Training	
Essential	1. A good standard of general education. Or able to demonstrate equivalent experience.
Desirable	1. A qualification in Housing or Health and Social Care. 2. Welfare Benefits training. 3. Relevant training in trauma informed approaches. 4. Relevant training in premises management and/or health and safety.
Evidence	All certificates to be provided at interview for validation.
Skills /Technical / Professional Competence	
Essential	1. Candidates must have a high level of technical competence in the areas specified in the Job Description. 2. Knowledge of welfare benefits. 3. An understanding of professional boundaries. 4. Strong communication skills in person and in writing, which can be understood across a range of people with differing levels of understanding. 5. Ability to interpret information, solve problems and make decisions appropriate to the post. 6. Able to prioritise work pressures when they arise and meet targets and deadlines. 7. Ability to be flexible and adaptable to change. 8. Ability to work with people of all levels both within and outside the organisation. 9. IT Literate and a working knowledge of Microsoft office applications. 10. Ability to work night shifts and willingness to make reasonable adjustments as requested.
Desirable	1. Knowledge of localised homelessness issues, housing need and homelessness services. 2. Knowledge of the Criminal Justice System. 3. Knowledge of relevant legislation to include Housing (Wales) Act 2014, the Renting Homes (Wales) Act 2016 and the Social Services and Well-being (Wales) Act 2014. 4. A clear understanding of the workings of the Council and the mechanics of local democracy including the role of elected members
Evidence	At interview then in post.
Experience	
Essential	1. Experience of delivering support. 2. Experience of monitoring and recording support interventions, progress and outcomes. 3. Experience of working with people with complex needs.
Desirable	1. Experience of working within the social housing sector providing housing management or housing related support or homelessness advice. 2. Experience of working in a supported accommodation environment.

	3. Experience of delivering advice and support to people in housing need within the remit of the 'Housing Support Grant' Framework. 4. Tenancy management experience. 5. Experience of assisting with premises management and health and safety within a residential building or similar environment. 6. Experience of effective working in cooperation and partnership with a wide range of statutory and non-statutory agencies.
Evidence	At interview, then in post.
Competencies & Abilities	
Essential	1. Maintains a professional and ethical approach to working and has an understanding of where role fits within the team/service and Council. 2. Ability to effectively plan and organise work. 3. Ability to demonstrate effective decision making within appropriate frameworks within the team and wider service area. Demonstrating confidence in own judgement and willingness to learn. 4. Ability to build working relationships with others, working collaboratively and successfully with others. 5. Ability to communicate effectively and use influence ethically and professionally. 6. Demonstrate enthusiasm and willingness to serve the community, maintaining standards of customer care ensuring customer satisfaction, on behalf of the service. 7. Demonstrate a team work ethic with high levels of motivation. Have a willingness to go the 'extra mile' with a commitment to delivering individual and team outcomes. 8. An ability to respond positively to difficult and sometimes volatile situations.
Desirable	Demonstrate sensitivity and an understanding of the issues faced by homeless people
Evidence	At interview, then in post.
Current Driving Licence	
Essential	Use of own car: Should the post holder have a disability and/or be unable to drive, then they may seek alternative means of transport/assistance, which must be an effective and cost-effective method of travelling
Desirable	
Evidence	Evidence the post holder is appropriately insured for business purposes to be provided annually
Current Driving Licence	
Essential	1. Demonstrate commitment to the Council's new ways of working, providing a positive and supportive environment that initiates and enables innovative and sustainable working practices that deliver high quality services for our citizens. 2. Embrace change through actively and flexibly participating in and adapting to new ways of working with our citizens, as agreed through formal consultation with Trades Unions and HR Policies and procedures
Desirable	
Evidence	At interview, then in post
Health Surveillance and Monitoring	

This post will require the post holder to take part in health surveillance and monitoring procedures.	☒

Safeguarding

The Authority in line with the Corporate Safeguarding Policy is committed to safeguarding and promoting the welfare of children, young people and adults and expects all staff and volunteers to share this commitment. The Authority expects all staff to undertake and keep up to date with mandatory safeguarding training for the both the protection of children and adults.

Equal Opportunities

Candidates will demonstrate that all activities are undertaken in accordance with the Equalities Act 2010 and Swansea Council's Equal Opportunities Policy and Procedures.
All employees and managers must be aware of the Equality Act so that it is considered in their work, where relevant, to ensure compliance with legislation.

Council Values

The Council's work is underpinned by three core values that guide how the organisation operates and how services are delivered.
People Focus ensures that the Council prioritises the needs and outcomes of local communities while respecting, valuing, and supporting its employees.
Working Together reflects the Council's commitment to collaboration across services and with external partners to maximise resources and achieve the best outcomes for Swansea's communities.
Innovation drives the Council to think and work differently, encouraging new ideas and approaches that help meet financial, demographic, and societal challenges while continually improving service delivery.

Welsh Language Requirements for this post Welsh Language Skills Assessment Information			
Understanding	Level: 1	**Speaking**	Level: 1
Reading	Level: 1	**Writing**	Level: 1
Based on the above, requirement for this post is as follows:			
Essential	☐	**Desirable**	☒
To be learned	☐	**Not required**	☐

Disclosure and Barring Service (DBS) **This post requires the postholder to have the level of DBS disclosure as indicated below:**			
Enhanced ☒	**Standard** ☐	**Basic** ☐	**None** ☐

Review/ Right to vary:	This Person Specification is as currently applies and will be reviewed regularly according to the Employee Performance Management Review Policy and the Performance Development Review and Appraisal process. The Job and Person Specification may be subject to other Variance within the remit of the Role Profile.

Sign off			
Post Holder:		**Date:**	