Disgrifiad Swydd

Teitl y Swydd	Swyddog Cymorth Taliadau Uniongyrchol
Gwasanaeth	Porth Gofal
Graddfa	7
Pwynt/iau Cyflog	12-16
Cyflog	£29,542 - £31,525
Pwrpas y Swydd	• Gweithio o fewn Gwasanaethau Integredig Oedran Cyfan a Llesiant, gan gefnogi oedolion, plant a theuluoedd i gyflawni canlyniadau cadarnhaol sy'n hyrwyddo diogelwch, annibyniaeth a gwydnwch. Mae'r rôl wedi'i lleoli o fewn y Gwasanaeth Cymorth Taliadau Uniongyrchol (Gwasanaethau Targedig a Thymor Byr) ac mae'n sicrhau bod Taliadau Uniongyrchol a ariennir gan y Cyngor yn cael eu sefydlu a'u rheoli yn unol â gofynion cyfreithiol a rheoleiddiol. • Bydd deiliad y swydd yn darparu cyngor arbenigol, mentora a rheoli achosion i unigolion a theuluoedd sy'n dewis Taliadau Uniongyrchol, gan gynnwys achosion cymhleth. • Mae hyn yn cynnwys gweithio ar y cyd â gofal cymdeithasol, cyllid, archwilio, darparwyr allanol a sefydliadau gwirfoddol i sicrhau defnydd cydymffurfiol ac effeithiol o arian. • Mae'r rôl yn cynnwys cefnogi unigolion i ddod yn gyflogwyr, comisiynu gofal, neu brynu gwasanaethau ac offer priodol o fewn fframweithiau rheoleiddiol. • Mae'n swydd allweddol sy'n wynebu cwsmeriaid ac sy'n cynnwys gweithio o bell, ymweliadau â chartrefi acymgysylltu â phartneriaid
Lleoliad Gwaith Cytundebol	Penmorfa, Aberaeron / Hybrid
Oriau Gwaith	37 awr yr wythnos
Math o Gytundeb	Llawn-amser
Hyd y Cytundeb	Parhaol
Teitl swydd y Rheolwr Llinell	Rheolwr Tîm
Cyfrifoldebau Goruchwylio / Rheoli	Dim
Atebolrwydd	
Telerau Cytundebol sy'n Gysylltiedig â'r Swydd	Mae'r swydd yn amodol ar wiriad Manylach DBS ar gyfer Oedolion, gan gynnwys gwiriad yn erbyn y Rhestr Waharddedig i Oedolion.

Dyletswyddau a chyfrifoldebau

- Rheoli llwyth achosion cymhleth o dderbynwyr Taliadau Uniongyrchol, gan ddarparu mentora 1:1 strwythuredig sy'n seiliedig ar berthynas a chymorth hirdymor.
- Darparu gwybodaeth, cyngor ac arweiniad o ansawdd uchel i unigolion, teuluoedd a gofalwyr er mwyn hyrwyddo dewis, rheolaeth, annibyniaeth a rheoli risg yn ddiogel.
- Cefnogi defnyddwyr gwasanaeth i recriwtio, cyflogi a rheoli Cynorthwywyr Personol, gan gynnwys hysbysebu, contractau, arferion recriwtio mwy diogel a phrosesau DBS.
- Darparu arweiniad ar gyfrifoldebau cyflogaeth gan gynnwys tâl statudol, hawliau gwyliau, PAYE, Yswiriant Gwladol, yswiriant a chydymffurfiaeth â chyfraith cyflogaeth.
- Cyflawni swyddogaethau cyflogres a chysylltu â Chyllid i sicrhau trafodion Taliadau Uniongyrchol cywir, amserol ac sy'n cydymffurfio.
- Adnabod a ymateb yn briodol i bryderon diogelu, gan gynnwys cam-drin domestig, rheolaeth drwy orfodaeth a cham-drin ariannol, gan uwchgyfeirio yn unol â gweithdrefnau.
- Gweithio'n rhagweithiol gydag unigolion sy'n profi trallod emosiynol uchel neu ymddygiadau heriol, gan gynnal diogelwch personol a ffiniau proffesiynol.
- Cynnal cofnodion achos, adroddiadau a dogfennaeth gywir gan ddefnyddio systemau CRM a chorfforaethol yn unol â gofynion diogelu data.
- Cydweithio â thimau mewnol, asiantaethau allanol a sefydliadau cymunedol i hyrwyddo Taliadau Uniongyrchol a chryfhau rhwydweithiau cymorth lleol.
- Cyfrannu at sicrhau ansawdd, gwella gwasanaethau, mentrau hyfforddi a hyrwyddo Taliadau Uniongyrchol ar draws lleoliadau Iechyd a Gofal Cymdeithasol.

Cyfeirnod at Ddibenion Gwerthuso Swyddi	JD 1495-02

Manyleb y Person

Gofynion Hanfodol	
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	Wedi'u haddysgu i Lefel 4 (neu gyfwerth) ym maes Iechyd a Gofal Cymdeithasol, Gwaith Cymunedol, Gwasanaethau Cyhoeddus neu faes cysylltiedig, neu 3 blynedd o brofiad perthnasol.
Sgiliau leithyddol Cymraeg:	**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 4:** Gallu deall gohebiaeth ac adroddiadau wedi'u mynegi mewn iaith safonol. **Sgiliau Ysgrifennu** **Lefel 4:** Medru llunio gohebiaeth fusnes, adroddiadau byr, negeseuon e-bost a llenyddiaeth hysbysrwydd gyda chymorth golygyddol.
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 cyfathrebu a gwrando rhagorol, gyda'r gallu i feithrin perthnasoedd o ymddiriedaeth. • Y gallu i ymateb yn dawel ac yn broffesiynol i ymddygiad heriol, trallod emosiynol a gwrthdaro. • Y gallu i adnabod arwyddion o gam-drin a gweithredu'n briodol yn unol â gweithdrefnau diogelu. • Sgiliau trefnu cryf, gyda'r gallu i gynllunio a rheoli llwythi gwaith cymhleth. • Y gallu i ddehongli ac esbonio polisïau, gweithdrefnau a chyfrifoldebau statudol yn glir.

	• Sgiliau TG cymwys, gan gynnwys defnyddio systemau rheoli achosion a rhaglenni Microsoft Office. • Ymrwymiad i hyrwyddo dewis, rheolaeth, annibyniaeth ac ymarfer sy'n canolbwyntio ar yr unigolyn. • Uniondeb proffesiynol, gwydnwch a barn gadarn. • Y gallu i weithio'n annibynnol, gan gynnwys gweithio ar eich pen eich hun ac ymweliadau cartref. • Hyblyg ac ymatebol i ofynion gwasanaeth sy'n newid. • Ymrwymiad i gydraddoldeb, amrywiaeth a safonau'r Gymraeg. • Y gallu i deithio ledled y sir yn ôl yr angen. • Parodrwydd i ymgymryd â hyfforddiant gorfodol gan gynnwys Asesydd Dibynadwy Lefel 2. • Gwiriad DBS boddhaol.
Profiad Hanfodol	• Profiad o weithio gydag oedolion, plant neu deuluoedd ag anghenion cymhleth mewn lleoliad iechyd, gofal cymdeithasol neu gymunedol. • Profiad o reoli llwyth achosion a blaenoriaethu galwadau sy'n cystadlu'n effeithiol. • Profiad o ddarparu cyngor, arweiniad neu fentora i unigolion mewn rôl gefnogol. • Profiad o weithio ar y cyd â phartneriaid amlasiantaethol a rhanddeiliaid. • Profiad o gynnal cofnodion ysgrifenedig ac electronig cywir.
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	Asesydd Dibynadwy Lefel 3

Gofynion Dymunol	
Cymwysterau / Hyfforddiant	• Gwybodaeth gadarn am Daliadau Uniongyrchol a'u cymhwyso o fewn gwasanaethau gofal cymdeithasol. • Dealltwriaeth o weithdrefnau diogelu ar gyfer oedolion a phlant sy'n agored i niwed. • Gwybodaeth am gyfrifoldebau cyflogaeth gan gynnwys recriwtio mwy diogel, PAYE, Yswiriant Gwladol, hawliau statudol a gofynion atebolrwydd cyflogwr. • Ymwybyddiaeth o ofynion Iechyd a Diogelwch, diogelu data a chyfrinachedd o fewn lleoliad awdurdod lleol.
Sgiliau Ymarferol / Personol	• Systemau a phrosesau rheoli gofal Gwasanaethau Cymdeithasol, neu systemau a phrosesau CRM cyfatebol mewn amgylchedd tebyg. • Sgiliau cyflwyno. • Sgiliau gwrando / mentora. • Ymgysylltu â'r gymuned. • Sgiliau cyllidebu. • Gwybodaeth am yr ardal leol. • Gweithio o fewn Gofal Cymdeithasol neu amgylchedd tebyg.

	• Dealltwriaeth o ddeddfwriaeth berthnasol e.e. Deddf Gwasanaethau Cymdeithasol a Llesiant, Diogelu, Cyfle Cyfartal, Deddf Galluedd Meddyliol.

Job Description

Post Name	Direct Payment Support Service Support Officer
Service	Porth Gofal
Grade	7
Spinal Point/s	12-16
Salary	£29,542 - £31,525
Job Purpose	• To work within Through Age and Wellbeing Integrated Services, supporting adults, children and families to achieve positive outcomes that promote safety, independence and resilience. • The role sits within the Direct Payments Support Service (Targeted and Short-Term Services) and ensures Direct Payments funded by the Council are established and managed in line with legal and regulatory requirements. • The post holder will provide specialist advice, mentoring and case management to individuals and families choosing Direct Payments, including complex cases. This involves working collaboratively with social care, finance, audit, external providers and voluntary organisations to ensure compliant and effective use of funds. • The role includes supporting individuals to become employers, commission care, or purchase appropriate services and equipment within regulatory frameworks. It is a key customer-facing position involving remote working, home visits and partnership engagement. • The post holder will also promote Direct Payments across services and community networks to increase awareness, choice, control and flexibility for eligible citizens.
Contractual Work Location/Base	Pemorfa, Aberaeron / Hybrid
Hours of Work	37 hours per week
Type of Contract	Full-time
Contract Duration	Permanent
Line Managers Job Title	Team Manager
Supervisory/Managerial Responsibilities	None
Accountability	
Contractual Terms Associated with the Post	This post is subject to an Enhanced Adult DBS check, including a check against the Adult Barred List.
Duties and Responsibilities	

- Manage a complex caseload of Direct Payment recipients, providing structured, relationship-based 1:1 mentoring and long-term support.
- Deliver high-quality information, advice and guidance to individuals, families and carers to promote choice, control, independence and safe risk management.
- Support service users to recruit, employ and manage Personal Assistants, including advertising, contracts, safer recruitment practices and DBS processes.
- Provide guidance on employment responsibilities including statutory pay, leave entitlements, PAYE, National Insurance, insurance and employment law compliance.
- Undertake payroll functions and liaise with Finance to ensure accurate, timely and compliant Direct Payment transactions.
- Recognise and respond appropriately to safeguarding concerns, including domestic abuse, coercive control and financial abuse, escalating in line with procedures.
- Work proactively with individuals experiencing high emotional distress or challenging behaviours while maintaining personal safety and professional boundaries.
- Maintain accurate case records, reports and documentation using CRM and corporate systems in line with data protection requirements.
- Collaborate with internal teams, external agencies and community organisations to promote Direct Payments and strengthen local support networks.
- Contribute to quality assurance, service improvement, training initiatives and the promotion of Direct Payments across Health and Social Care settings.

Job Evaluation Post Ref	JD 1495-02

Person Specification

Essential Requirements	
Academic / Professional / Technical / Vocational Qualifications	Educated to Level 4 (or equivalent) in Health & Social Care, Community Work, Public Services or a related field, or 3 years relevant experience.
Welsh Linguistic Skills:	**You must possess the following linguistic skills when you start the position.** **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 4:** Can understand correspondence and reports expressed in standard language. **Writing Skills** **Level 4:** Can write business correspondence, short reports, e-mail messages and information literature with editorial assistance.
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 listening skills, with the ability to build trusting relationships. • Ability to respond calmly and professionally to challenging behaviour, emotional distress and conflict. • Ability to recognise signs of abuse and act appropriately in line with safeguarding procedures. • Strong organisational skills with the ability to plan and manage complex workloads. • Ability to interpret and explain policies, procedures and statutory responsibilities clearly. • Competent IT skills including use of case management systems and Microsoft Office applications.

	• Commitment to promoting choice, control, independence and person-centred practice. • Professional integrity, resilience and sound judgement. • Ability to work independently, including lone working and home visits. • Flexible and responsive to changing service demands. • Commitment to equality, diversity and the Welsh language standards. • Ability to travel across the county as required. • Willingness to undertake mandatory training including Trusted Assessor Level 2. • Satisfactory DBS clearance.
Required Experience	• Experience of working with adults, children or families with complex needs within a health, social care or community setting. • Experience of managing a caseload and prioritising competing demands effectively. • Experience of providing advice, guidance or mentoring to individuals in a supportive role. • Experience of working collaboratively with multi-agency partners and stakeholders. • Experience of maintaining accurate written and electronic records.
Training/education required to be undertaken for the post/worked towards	Trusted Assessor Level 3

Desirable Requirements	
Qualifications / Training	• Sound knowledge of Direct Payments and their application within social care services. • Understanding of safeguarding procedures for vulnerable adults and children. • Knowledge of employment responsibilities including safer recruitment, PAYE, National Insurance, statutory entitlements and employer liability requirements. • Awareness of Health & Safety, data protection and confidentiality requirements within a local authority setting
Practical / Personal Skills	• Social Services care management systems and processes or equivalent CRM systems and processes in a similar environment. • Presentation skills. • Listening skills/Mentoring. • Community engagement. • Budgeting skills. • Knowledge of local area. • Working within Social Care pr similar environment. • An understanding of relevant legislation e.g. Social Services and Wellbeing Act, Safeguarding, Equal Opportunities, Mental Capacity Act.