Proffil Swydd/Job Profile

Teitl y Swydd – Cynghorydd Llesiant Delta
Post Title – Delta Wellbeing Advisor

Adran	Llesiant Delta
Department	Delta Wellbeing

Is-Adran/Adain	Llesiant Delta
Division/Section	Delta Wellbeing

Gradd/Grade	E (+ Lwfans gwaith penwythnos a nos pan fo hynny'n berthnasol) E (+ Weekend and night work allowance when applicable)

Rhif y Swydd/Post Number	

Paratowyd Gan/Prepared By	Pennaeth Gweithrediadau a Phartneriaethau / Head of Operations & Partnerships

Dyddiad/Date	Mai/May 2021

Prif Ddiben y Swydd

1. Bod yn rhan allweddol o dim sy'n darparu gwasanaeth o safon uchel, sy'n canolbwyntio ar y cwsmeriaid, gan ddarparu enghraifft o arfer gorau, ac sydd mewn sefyllfa dda i ddenu busnes newydd
2. Rhoi gwasanaeth 24 awr i'r cwsmeriaid sy'n gysylltiedig a gwasanaeth Llesiant Delta ac i eraill sy'n gysylltiedig a'r system Unig Weithiwr, ynghyd a chynnal canolfan galwadau brys y tu allan i'r oriau arferol ar gyfer adrannau ar draws yr awdurdod a phartneriaid allanol.
3. Darparu gwasanaeth cyfeirio a gwybodaeth i'r cyhoedd, i asiantaethau allanol, i gydweithwyr ym maes iechyd ac i randdeiliaid eraill y Gwasanaeth Gofal Cymdeithasol a Thai y mae angen cymorth Gofal Cymdeithasol arnynt drwy'r broses rheoli gofal.

Prif cyfrifoldebau

1. Derbyn ac ymateb i holl alwadau llinell bywyd Llesiant Delta, Teleofal, Unig Weithiwr, Atgyfeiriadau Gwasanaethau Oedolion, ac unrhyw fathau eraill tebyg o alwadau, gan gadw at safonau mewnol a safonau'r TSA. Gweithredu bob amser yn unol â phrotocolau, gweithdrefnau a pholisïau cytunedig, gan gynnwys darparu ymatebion sy'n amddiffyn oedolion a phlant agored i niwed.
2. Ymgymryd â'r dyletswyddau sydd ynghlwm wrth y ganolfan galwadau brys y tu allan i'r oriau arferol, ar ran yr Awdurdod a'i gwsmeriaid, gan sicrhau bod y cwsmeriaid yn cael ymateb cwrtais, manwl gywir ac amserol, a bod y camau priodol yn cael eu cymryd.
3. Cyflawni dyletswyddau canolfan alwadau brys y tu allan i oriau ar gyfer yr awdurdod a'i gwsmeriaid, sicrhau bod cwsmeriaid yn cael ymateb clytais, cywir ac amserol a bod camau priodol yn cael eu cymryd.
4. Ymateb i geisiadau am atgyweiriadau tai nad ydynt yn geisiadau brys ac i geisiadau eraill am wasanaethau'r Cyngor y tu allan i'r oriau gwaith arferol (yn ogystal â cheisiadau brys y sonnir amdanynt dan 2. uchod), prosesu'r holl geisiadau hynny, a gwneud apwyntiadau pan fo'n briodol.
5. Defnyddio systemau TG perthnasol Llesiant Delta yn briodol ac yn gywir (e.e. FIRMSTEP, PNC, Care First), a chynorthwyo i gynnal y cronfeydd data hyn o wybodaeth i reolwyr.
6. Darparu cymorth clercol a gweinyddol, gan gynnwys monitro boddhad cwsmeriaid yn rheolaidd, llunio ystadegau perfformiad a data Dangosyddion Perfformiad, gan drefnu apwyntiadau a rhaglennu larymau cymunedol, a chefnogi'r gwaith o gyflawni tasgau arferol yn gyffredinol.
7. Sicrhau bod data cyfrinachol yn cael ei drafod a'i gynnal gan gydymffurfio'n llawn â'r Ddeddf Diogelu Data bob amser.
8. Gweithio mewn swyddogaethau gwasanaethau eraill i gwsmeriaid, neu eu cefnogi, y darperir hyfforddiant priodol ar ei gyfer (e.e. y Ganolfan Gyswllt, Canolfan Gwasanaethau Cwsmeriaid), yn unol â'r gofynion gweithredu
9. Cyflawni dyletswyddau rhesymol eraill ar gais Arweinydd Tîm, Rheolwr, neu Reolwyr Gwasanaethau Cwsmeriaid Llesiant Delta, gan gynnwys cymryd rhan mewn hyfforddiant staff a chyfarfodydd.

Yn gyfrifol am staff/offer
Mae Llesiant Delta yn darparu gwasanaeth llinell bywyd 24 awr i ryw 27,000 o bobl hŷn ac agored i niwed, gwasanaeth atgyfeirio ar ran cydweithwyr iechyd a gwasanaethau cymdeithasol, gwasanaeth unig weithiwr, a gwasanaeth trafod galwadau y tu allan i oriau ar gyfer argyfyngau a galwadau brys. Mae lefelau eithriadol uchel o fanwl gywirdeb yn hanfodol bwysig ar gyfer y swydd, gan y gallai unrhyw gamgymeriadau beryglu bywyd. Yn y trefniadau sydd gan yr Awdurdod o ran cynllunio ar gyfer argyfwng, nodir bod Llesiant Delta yn wasanaeth 'hanfodol'. Mae'r Llesiant Delta yn gweithredu mewn marchnad fasnachol ac mae'n dibynnu ar incwm sylweddol sy'n deillio o nifer cynyddol o gwsmeriaid corfforaethol.
Yn atebol i
Arweinydd Tim Llesiant Delta

Meini Prawf Hanfodol

Cymwysterau, Hyfforddiant galwedigaethol ac Aelodaeth Broffesiynol

Gallu canolbwyntio a chynnal lefelau uchel o gywirdeb wrth weithio mewn amgylchedd heriol

Sgiliau teipio medrus (y gallu i deipio cyffwrdd wrth gofnodi manylion galwad ffon)

Y sgiliau sy'n ymwneud â'r swydd a Galluoedd

Gallu cyfathrebu yn dda a phobl

Gwybodaeth

Gwybodaeth a profiad gweithio pecynnau meddalwedd cyfrifiadurol, fel 'Word', 'Excell', a.y.yb

Deall egwyddorion gofal cwsmer rhagorol

Profiad

Gweithio mewn amgylchedd heriol sy'n cyflawni safonau rhagorol o ran gofal cwsmeriaid

Rhinweddau personol

Gallu i ganolbwyntio am gyfnodau hir a chynnal lefelau uchel o gywirdeb

Ymagwedd hyblyg a blaenweithgar

Gallu gweithio'n gydlynol mewn tîm effeithiol

Meini Prawf Dymunol

Addysg hyd at lefel HND/Gradd sylfaen neu gymhwyster cyfwerth

NVQ3 (neu gymhwyster cyfwerth) mewn lechyd a Gofal Cymdeithasol neu faes tebyg

Gwybodaeth am y gwasanaethau y mae'r gwasanaethau cymdeithasol neu asiantaethau gofal tebyg yn eu darparu neu'n eu comisiynu

Ymwybyddiaeth o wahanol anghenion a galluoedd pobl hŷn a phobl agored i niwed

Gwybodaeth fanwl ynghylch dau neu ragor o wasanaethau llywodraeth leol

Gwybodaeth am y ddeddfwriaeth berthnasol (gan gynnwys y Ddeddf Diogelu Data ac Amddiffyn Oedolion Agored i Niwed) a'r gofynion TSA (Cymdeithas Gwasanaethau Tele-ofal) sy'n berthnasol i'r gwasanaeth

Ymdrin â phobl hŷn a phobl sy'n agored i niwed, a/neu bobl sydd dan bwysau ac mewn sefyllfaoedd heriol

Sgiliau Iaith /Cyfathrebu

Cliciwch ar y ddolen - Beth yw lefel eich gallu?

Cymraeg	**Sgiliau Llafar Lefel 3**	**Sgiliau Ysgrifennu Lefel 2**
Saesneg	**Sgiliau Llafar Lefel 5**	**Sgiliau Ysgrifennu Lefel 5**
Arall (nodwch)		

GWIRIADAU'R GWASANAETH DATGELU A GWAHARDD (DBS)

Gall fod gwiriadau DBS yn ofynnol ar gyfer rhai swyddi lle bydd angen gweithio gyda phlant ac oedolion agored i niwed. Mae'r canlynol yn ofynnol ar gyfer y swydd hon

Adran A – y math o ddatgeliad **Gwiriad sylfaenol**

Adran B – y math o weithlu **Y gweithlu oedolion**

Adran C – A yw'n ofyniad
ar gyfer adnewyddiadau DBS 3 blynedd neu
DBS wedi cofrestru ar y gwasanaeth diweddaru **Nage**

Y RHESWM

Mynediad i ddata oedolion agored i niwed a diwallu'r angen am gontractau cwsmeriaid corfforaethol.

UNRHYW WYBODAETH ARALL

Mae gan Llesiant Delta dwy swyddfa, un yn lleoli yn Llanelli ar llall yng Nghaerfyrddin. Gan fod y gwasanaeth yn weithredol 24/7 mae'n ofynnol i staff weithio patrymau gwaith.

Main Purpose of Job

1. Acting as a key member of a team providing a high quality, customer-focused service which provides an exemplar of best practice and is well positioned to attract new business.
2. Providing 24-hour cover to customers linked to the Delta Wellbeing service, to others linked to the Lone Worker system, and operating an out of hours emergency call centre for departments across the authority, and for external partners.
3. Supporting the monitoring of Telehealth and other new technologies with high levels of accuracy.

Key responsibilities

1. To receive and respond to all lifeline, Telecare, Lone Worker, Adult Services Referrals and any other complementary call types, according to TSA and internal standards. Always operating in accordance with agreed protocols, procedures and policies, including providing responses that protect vulnerable adults and children.
2. To undertake Telehealth monitoring and other Technology Enabled Care (TEC) activities with a high degree of accuracy.
3. To perform out of hours emergency call centre duties for the authority and its customers, ensuring customers receive a courteous, accurate and timely response and that appropriate action is initiated.
4. To respond to and process non-urgent housing repairs and other requests for council services received out of hours (as well as urgent ones covered by point 2. above), making appointments where appropriate.
5. To use appropriately and correctly the relevant Delta Wellbeing IT systems (e.g. FIRMSTEP, PNC, Care First) and assist in maintaining these management information databases.
6. To provide clerical and administrative support, including regular customer satisfaction monitoring, compiling performance statistics and PI data, making appointments, and programming of social alarms, and generally supporting the delivery of routine tasks.
7. To ensure confidential data is handled and maintained in full compliance with the General Data Protection Regulation at all times.
8. To work in or support other service functions, for which appropriate training will be provided as operational demands require.
9. To undertake other duties as reasonably required by the Delta Wellbeing Team Leader, Head of Operations or IAA Manager, including participation in staff training and meetings.

Responsible for staff/equipment

Delta Wellbeing provides a 24hr lifeline service to approximately 27,000 older and vulnerable people, a Telehealth monitoring service, a lone worker service, and an out of hours call handling service for emergency and calls. Exceptionally high levels of accuracy and attention to detail are critical requirements of the job, any errors could potentially be life threatening. Delta Wellbeing is identified as a 'critical' service in the authority's emergency planning arrangements.

Delta Wellbeing operates in a commercial market and is dependent on significant income from a growing corporate customer base.
Reporting to
Delta Wellbeing Team Leaders

Essential Criteria

Qualifications, Vocational training and Professional Memberships

Able to achieve high levels of accuracy when operating in a demanding environment

Proficient typing skills (able to touch type whilst taking telephone call details)

Job Related Skills and Competencies

Ability to communicate well with people

Knowledge

Working knowledge of computer software packages such as Word, Excel, etc.

Understanding of the principles of excellent customer care

Experience

Working in a demanding environment delivering outstanding standards of customer care

Personal qualities

Ability to concentrate for long periods and maintain high levels of accuracy

Flexible and proactive approach

Ability to work cohesively as part of an effective team

Desirable Criteria

Educated to HND/foundation degree level, or equivalent

NVQ3 (or equivalent) in Health & Social Care or similar

Knowledge of services provided/commissioned by social services or by other similar care agencies

Awareness of the differing needs and capabilities of older and vulnerable people

Detailed knowledge of two or more local government services

Knowledge of relevant legislation (including the Data Protection Act and POVA) and TSA requirements relevant to the service

Dealing with older and vulnerable people and/or those in stressful and challenging situations

Language and Communication Skills

Click on the link What level are you?

Welsh	**Spoken Level 3**	**Written level 2**
English	**Spoken Level 5**	**Written level 5**
Other (please State)		

DISCLOSURE AND BARRING SERVICES (DBS) CHECKS

DBS Checks may be required for certain posts which work with children and vulnerable adults. This post requires:

Section A – type of disclosure **Basic check**

Section B – workforce type **Adult Workforce**

Section C – Does the post require 3 yearly DBS renewals or registration with the DBS online update service? **No**

JUSTIFICATION

Access to data of vulnerable adults and meeting the need for Corporate customer contracts.

ANY OTHER INFORMATION

Delta Wellbeing has two offices, one based in Llanelli and the other based in Carmarthen. As the service is operational 24/7 staff are required to work a range of working patterns.