Proffil Swydd/Job Profile

Teitl y Swydd - Ymgynghorydd Dewisiadau Tai
Post Title – Housing Options Advisor

Prif Ddiben y Swydd
Gan gefnogi'r Arweinydd Cyngor ynghylch Tai, bydd deiliad y swydd yn darparu gwasanaeth cyngor ynghylch tai o ansawdd uchel, sy'n canolbwyntio ar gwsmeriaid, ar draws pob math o ddeiliadaeth. Mae'r rôl yn gyfrifol am atal digartrefedd lle bynnag y bo modd, ymgymryd â dyletswyddau statudol lle bo angen, a gweithio ar y cyd â phartneriaid i ddatrys problemau tai, gwella llesiant a hyrwyddo tenantiaethau cynaliadwy.
Main Purpose of Job
Supporting the Housing Advice Lead, the post holder will deliver a high quality, customer-focused housing advice service across all tenures. The role is responsible for preventing homelessness wherever possible, undertaking statutory duties where required, and working collaboratively with partners to resolve housing issues, improve wellbeing and promote sustainable tenancies.

Gradd/**Grade**	Gradd | Grade G
Rhif y Swydd/**Post Number**	8831

Mae diogelu yn fater i bawb: *Mae gan bob un ohonom gyfrifoldeb am amddiffyn plant ac oedolion sydd mewn perygl, gweithio mewn ffordd sy'n hyrwyddo ac yn cefnogi eu budd pennaf, a rhoi gwybod am unrhyw bryderon.*

Safeguarding is everyone's business: *All of us have a responsibility for protecting children and adults at risk, working in a way that promotes and supports their best interests and for reporting any concerns.*

Prif cyfrifoldebau
1. Cynnal asesiadau anghenion tai, gan gynnwys ymweliadau cartref, a darparu cyngor ar ddewisiadau tai wedi'u teilwra i atal digartrefedd. 2. Rheoli llwyth achosion, gan gynnwys asesiadau digartrefedd statudol, cyhoeddi penderfyniadau cyfreithiol a chyflawni dyletswyddau yn unol â deddfwriaeth. 3. Darparu gweithgarwch ymyrraeth gynnar ac atal i leihau'r risg o ddigartrefedd a hyrwyddo canlyniadau cynaliadwy. 4. Nodi "rheswm i gredu" a symud ymlaen ag achosion yn briodol lle nad yw atal yn bosibl. 5. Cydweithio â gwasanaethau mewnol a phartneriaid allanol i gydgysylltu cymorth ac atgyfeiriadau effeithiol. 6. Cynrychioli'r Gwasanaeth Tai mewn cyfarfodydd amlasiantaeth, gan gyfrannu at ddiogelu, rheoli risg a chynllunio achosion. 7. Darparu cyngor ac ymyriadau sy'n gysylltiedig â thenantiaeth, gan gynnwys gwiriadau lles a chefnogaeth i gynnal tenantiaethau. 8. Cynorthwyo i ddyrannu a rheoli llety dros dro a gosodiadau cymdeithasol. 9. Datrys materion cymhleth o ran tai gan gynnwys ymddygiad gwrthgymdeithasol, rheoli tenantiaeth, caledi ariannol ac addasrwydd tai. 10. Sicrhau bod yr holl weithgareddau yn cael eu cyflawni yn unol â'r ddeddfwriaeth, y polisi, y cyfrifoldebau diogelu a safonau gwasanaeth cwsmeriaid cyfredol.
Yn gyfrifol am staff/ offer
Dim
Yn atebol i
Arweinydd Cyngor ynghylch Tai

Meini Prawf Hanfodol

Cymwysterau, Hyfforddiant Galwedigaethol ac Aelodaethau Proffesiynol

Cymhwyster tai perthnasol neu brofiad cyfatebol

Tystiolaeth o ddatblygiad proffesiynol parhaus

Ein Gwerthoedd Craidd a'n Hymddygiad
Cliciwch yma i ddarllen y fframwaith yn llawn

Un Tîm:
Cydnabyddiaeth a Chefnogaeth -Yn cydweithio fel rhan o dîm, gan ystyried eich llesiant eich hun a llesiant eich cydweithwyr, rhannu gwybodaeth a rhoi cefnogaeth i gyflawni amcanion a rennir a chynnal amgylchedd gwaith cadarnhaol.

Cwsmeriaid yn Gyntaf:
Ffocws ar Gwsmeriaid - Yn canolbwyntio ar anghenion unigolion, gan ddarparu gwasanaeth ymatebol a pherson-ganolog, meithrin perthnasoedd cadarnhaol a sicrhau bod gwasanaethau'n hygyrch ac yn effeithiol.

Uniondeb:
Arwain a Dirprwyo - Yn dilyn gweithdrefnau a safonau proffesiynol priodol, yn deall ffiniau rôl, ac yn cydnabod pryd i geisio arweiniad neu uwchgyfeirio materion i sicrhau proses ddiogel a phriodol o wneud penderfyniadau.

Rhagori:
Arloesi - Yn dangos ymrwymiad i welliant parhaus trwy nodi ffyrdd gwell o weithio, cyfrannu syniadau ac ymateb yn gadarnhaol i newid i wella darpariaeth gwasanaethau.

Cymryd Cyfrifoldeb:
Cymryd camau - Yn defnyddio menter i reoli llwyth gwaith, yn cymryd perchnogaeth o dasgau a phenderfyniadau, ac yn sicrhau bod gwaith yn cael ei gwblhau i safon uchel yn unol ag amcanion y cytunwyd arnynt.

Gwrando:
Cyfathrebu ag eraill - Cyfathrebu'n glir ac yn effeithiol â chwsmeriaid, cydweithwyr a phartneriaid, gan wrando'n weithredol i ddeall anghenion ac ymateb yn briodol i gefnogi canlyniadau cadarnhaol.

Gwybodaeth

Gwybodaeth am ddeddfwriaeth digartrefedd gan gynnwys Deddf Tai (Cymru) 2014

Dealltwriaeth o ofynion diogelu, cydraddoldeb a diogelu data

Ymwybyddiaeth o opsiynau tai, materion tenantiaeth a llwybrau cymorth

Gwybodaeth am weithio mewn partneriaeth a phrosesau aml-asiantaeth

Sgiliau Penodol y Swydd

Sgiliau cryf o ran asesu a gwneud penderfyniadau

Y gallu i reoli llwyth achosion cymhleth a blaenoriaethau cystadleuol

Sgiliau cyfathrebu a negodi effeithiol

Y gallu i ddadansoddi gwybodaeth a chymhwyso deddfwriaeth i wneud penderfyniadau

Y gallu i feithrin perthnasoedd a gweithio ar y cyd

Profiad

Profiad o weithio ym maes digartrefedd, cyngor tai neu faes cysylltiedig

Profiad o gymhwyso deddfwriaeth dai yn ymarferol

Profiad o weithio gydag unigolion sy'n agored i niwed ac anghenion cymhleth

Profiad o weithio mewn partneriaeth ar draws asiantaethau

Meini Prawf Dymunol

Aelodaeth o Gorff Proffesiynol priodol.

Profiad o weithio o fewn lleoliad awdurdod lleol.

SGILIAU IAITH A CHYFATHREBU

Er mwyn diwallu anghenion y bobl sy'n defnyddio ein gwasanaethau, dyma'r lefelau iaith sydd eu hangen. Gallwn ddarparu cefnogaeth resymol i'ch helpu i gyflawni'r lefel hon.

Ansicr ynghylch eich lefel? Gwirio fy lefel iaith

Cymraeg	**Sgiliau Siarad Lefel 3**	**Sgiliau Ysgrifennu Lefel 2**
Saesneg	**Sgiliau Siarad Lefel 5**	**Sgiliau Ysgrifennu Lefel 5**
Arall		

GWIRIADAU'R GWASANAETH DATGELU A GWAHARDD (DBS)

Mae angen gwiriadau DBS ar gyfer rhai swyddi, yn enwedig y rhai sy'n cynnwys gweithio gyda phlant a/neu oedolion sydd mewn perygl o niwed neu gam fanteisio (Arweiniad)
Ar gyfer y swydd hon, gofynnwn am:

Y math o ddatgeliad - Datgeliad Manwl

Y math o weithlu - Gweithio gyda Phlant ac Oedolion

Adnewyddu – Dim angen adnewyddu

Y Rheswm – Mae angen gwiriad DBS oherwydd bod swyddogion yn darparu cyngor, cyfarwyddiadau ac arweiniad uniongyrchol i oedolion, plant a theuluoedd ynghylch gwasanaethau, cymorth ac opsiynau llety y gallent fod ar gael iddynt.

UNRHYW WYBODAETH ARALL

Disgwylir i bob gweithiwr gynnal gwerthoedd craidd yr Awdurdod, sydd wedi'u hadlewyrchu yn Ein Fframwaith Gwerthoedd Craidd a'n Hymddygiad, a chynnal egwyddorion Polisi Cydraddoldeb ac Amrywiaeth yr Awdurdod neu, os ydynt yn gweithio mewn ysgol, Bolisi Cydraddoldeb ac Amrywiaeth yr ysgol, fel sy'n briodol i lefel atebolrwydd a chyfrifoldeb y swydd yn y sefydliad.

Key responsibilities
1. Undertake housing needs assessments, including home visits, and provide tailored housing options advice to prevent homelessness. 2. Manage a caseload, including statutory homelessness assessments, issuing legal decisions and discharging duties in line with legislation. 3. Deliver early intervention and prevention activity to reduce the risk of homelessness and promote sustainable outcomes. 4. Identify "reason to believe" and progress cases appropriately where prevention is not achievable. 5. Work collaboratively with internal services and external partners to coordinate effective support and referrals. 6. Represent the Housing Service at multi-agency meetings, contributing to safeguarding, risk management and case planning. 7. Provide tenancy-related advice and interventions, including welfare checks and support to sustain tenancies. 8. Assist in the allocation and management of temporary accommodation and social lettings. 9. Resolve complex housing issues including anti-social behaviour, tenancy management, financial hardship and housing suitability. 10. Ensure all activity is delivered in line with current legislation, policy, safeguarding responsibilities and customer service standards.
Responsible for staff/ equipment
None
Reporting to
Housing Advice Lead

Essential Criteria

Qualifications, Vocational Training and Professional Memberships

Relevant housing qualification or equivalent experience

Evidence of continued professional development

Our Core Values and Behaviours
Click here for the full framework

One Team:
Recognition & Support -Works collaboratively as part of a team, considering own and colleagues' wellbeing, sharing knowledge and providing support to achieve shared objectives and maintain a positive working environment.

Customers First:
Customer Focus - Focuses on the needs of individuals, delivering a responsive and person-centred service, building positive relationships and ensuring services are accessible and effective.

Integrity:
Leading & Delegating - Follows appropriate procedures and professional standards, understands role boundaries, and recognises when to seek guidance or escalate issues to ensure safe and appropriate decision making.

Excellence:
Innovation - Demonstrates a commitment to continuous improvement by identifying better ways of working, contributing ideas and responding positively to change to improve service delivery.

Take Responsibility:
Takes Action - Uses initiative to manage workload, takes ownership of tasks and decisions, and ensures work is completed to a high standard in line with agreed objectives.

Listening:
Communication With Others - Communicates clearly and effectively with customers, colleagues and partners, actively listening to understand needs and responding appropriately to support positive outcomes.

Knowledge

Knowledge of homelessness legislation including Housing (Wales) Act 2014

Understanding of safeguarding, equality and data protection requirements

Awareness of housing options, tenancy issues and support pathways

Knowledge of partnership working and multi-agency processes

Job Specific Skills
Strong assessment and decision-making skills Ability to manage a complex caseload and competing priorities Effective communication and negotiation skills Ability to analyse information and apply legislation to decision making Ability to build relationships and work collaboratively
Experience
Experience working in homelessness, housing advice or a related field Experience of applying housing legislation in practice Experience of working with vulnerable individuals and complex needs Experience of partnership working across agencies
Desirable Criteria
Membership of an appropriate professional body. Experience of working within a local authority setting.

LANGUAGE AND COMMUNICATION SKILLS

To meet the needs of the people who access our services, these are the language levels required. We can provide reasonable support to help you achieve this level.

Unsure what level you are? Check my language level

Welsh	**Spoken Level 3**	**Written level 2**
English	**Spoken Level 5**	**Written level 5**
Other		

DISCLOSURE AND BARRING SERVICES (DBS) CHECKS

DBS checks are required for some jobs, especially those that involve working with children and/or adults at risk of harm or exploitation (Guidance) For this job, we ask for:

Type of disclosure - Enhanced Disclosure

Workforce type - Working with Children and Adults

Renewals – No renewal required

Justification - A DBS check is required because officers provide direct advice, instructions and guidance to adults, children and families about services, support and accommodation options they may be able to access.

ANY OTHER INFORMATION

Every employee is expected to uphold the authority's core values reflected within Our Core Values and Behaviours Framework and maintain the principles of the authority's Equality and Diversity Policy or, if employed within a school, the school's Equality and Diversity Policy, as appropriate to the accountabilities and seniority of the post within the organisation.

AT DDEFNYDD Y SWYDDFA'N UNIG / **FOR OFFICE USE ONLY**	
Adran / **Department**	Gwasanaethau Cymdeithasol a Thai | Social Services & Housing

Is-adran/ **Division**	Tai / Housing
Rhan/ **Section**	Hwb Tai / Housing Hwb

Paratowyd gan/ **Prepared By**	Rachael Parkinson
Dyddiad/ **Date**	Mehefin / June, 2026