Proffil Swydd/Job Profile

Teitl y Swydd –Swyddog ar Ddyletswydd
Post Title – Duty Officer

Adran	Adran Wasanaethau Cymdeithasol a Thai
Department	Social Services and Housing Department
Is-Adran/Adain	Gwasanaethau Plant a Theuluoedd
Division/Section	Children and Families Services
Gradd/Grade	F
Rhif y Swydd/Post Number	033891
Paratowyd Gan/Prepared by	Rhian Busby
Dyddiad Paratoi/Date prepared	Hydref / October 2026

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 Ddiben y Swydd

- Darparu gwasanaeth Ar Ddyletswydd, Cyswllt, Atgyfeirio a Gwybodaeth i'r cyhoedd ac i asiantaethau allanol, gan roi cyngor a chyfarwyddyd yn broffesiynol ac yn amserol.
- Ymdrin ag ystod eang o ymholiadau a cheisiadau am wasanaeth sy'n cael eu cyflwyno dros y ffôn, drwy gyfrwng electronig a thrwy ymweliadau â'r swyddfa.

Prif cyfrifoldebau

- Perchenogi cysylltiadau â chwsmeriaid drwy weithredu ar ran y cwsmer hyd y caiff mater ei ddatrys, neu ei drosglwyddo i'r swyddog cywir. Bod yn gwrtais, yn effeithlon ac yn sensitif bob amser wrth ymdrin â'r holl gwsmeriaid sy'n ffonio'r Ganolfan Gyswllt neu'n cysylltu â hi drwy gyfrwng electronig neu'n ymweld â'r swyddfa.
- Gweithredu ar ran y cwsmer, gan fod yn gyswllt cyntaf i gwsmeriaid y gwasanaethau, gan helpu i gyflawni amcanion Strategaeth Gofal Cwsmeriaid y Cyngor er mwyn ei gwneud mor hawdd ag y bo modd i gysylltu â'r Cyngor.
- Cyflwyno argymhellion gan fwrw ati ohonoch eich hunan yn ddyddiol, gan bwyso a mesur y wybodaeth a ddaw i law er mwyn pennu cymhwyster yn unol â meini prawf yr Awdurdod.
- Cynnal asesiadau Cysylltu/Atgyfeirio; cwblhau gwiriadau mewnol a rhyngasiantaethol (os yw'n briodol) ac argymell ymatebion priodol.
- Casglu gwybodaeth briodol a manwl gywir er mwyn cwblhau cysylltiadau/atgyfeiriadau o safon uchel a sicrhau bod gwybodaeth gyfredol yn y gronfa ddata bob amser.

- Mewnbynnu data i'r system electronig, a rhoi cyngor amserol i'r uwch-swyddog ar ddyletswydd o ran pob cyswllt/atgyfeiriad os oes angen penderfyniad.
- Darparu ymatebion sy'n amddiffyn plant, yn unol â Pholisi'r Cyngor.
- Gofalu eich bod yn gwybod am y datblygiadau diweddaraf sy'n ymwneud â'r gwasanaeth, yn fewnol ac yn allanol, er mwyn rhoi gwybodaeth gywir i ymholwyr ac er mwyn awgrymu pa ddewisiadau sydd ar gael i ateb eu hymholiadau.
- Gwneud galwadau yn unol â'r anghenion gweithredu, er mwyn bod y cwsmer yn cael canlyniad boddhaol i'w ymholiad.
- Defnyddio ystod o systemau TG a chronfeydd data, yn enwedig *CareFirst* a *Care Assess* (ICS) i gynorthwyo i brosesu ceisiadau gan gwsmeriaid ac i sicrhau y cofnodir manylion cyswllt yn gywir ac yn brydlon yn unol â'r gweithdrefnau a'r protocolau y cytunwyd arnynt.
- Sicrhau y cedwir data'n gyfrinachol, gan gydymffurfio â'r Ddeddf Diogelu Data.
- Gweithredu'n hyblyg; ac os oes angen, ymgymryd â dyletswyddau eraill sy'n gymesur â'r swydd. Gall hyn gynnwys asesiadau cychwynnol neu hwyluso cysylltiadau.
- Cymryd rhan mewn goruchwylio rheolaidd, arfarnu, cyfarfodydd staff a hyfforddiant priodol ac ymgymryd â dyletswyddau eraill sy'n gymesur â gradd y swydd, yn unol â chyfarwyddyd Rheolwr y Tîm neu Reolwr Cynorthwyol y Tîm.

Yn gyfrifol am staff/offer

Yn atebol i

Rheolwr Y Tîm

Meini Prawf Hanfodol

Cymwysterau, Hyfforddiant galwedigaethol ac Aelodaeth Broffesiyno

NVQ3 mewn Gweinyddu Busnes neu mewn Gofal Cymdeithasol neu barodrwydd i weithio tuag at ennill y cymhwyster hwn

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

Bod yn fedrus iawn o ran cyfathrebu ac ymwneud ag eraill, gan gynnwys meithrin perthynas dda â chwsmeriaid a rhoi cyngor clir a hawdd ei ddeall.

Bod yn drafodwr effeithiol er mwyn sicrhau canlyniadau effeithiol ac amserol i randdalwyr.

Gwybodaeth ymarferol a chadarn am ddefnyddio meddalwedd *MS Windows* (neu feddalwedd gyffelyb).

Gwybodaeth

Deall egwyddorion ac arferion Deddf Plant 1989, a'r ddeddfwriaeth berthnasol

Gwybodaeth am y gwasanaethau a ddarperir/gomisiynir gan y Gwasanaethau Cymdeithasol neu a ddarperir gan asiantaethau eraill

Gwybodaeth am Wasanaethau Plant a'r prosesau cyffredinol sy'n rhan o ddarparu gwasanaethau

Deall proses Asesu'r Plentyn a'r Teulu sydd mewn Angen a deall y System Blant Integredig

Profiad

Gallu dangos bod gennych brofiad wyneb yn wyneb a thros y ffôn o gyswllt uniongyrchol â chwsmeriaid

Profiad o weithio mewn amgylchedd a oedd yn gofyn llawer, lle'r oedd yn hanfodol darparu gofal o safon i gwsmeriaid, gorau oll os oedd hynny i bobl agored i niwed, a lle'r oedd yn hanfodol bod yn fanwl gywir.

Rhinweddau personol

Meddu ar gymhelliant cryf

Gallu gweithio'n llwyddiannus mewn tîm gan hybu perthynas gefnogol, rhannu gwybodaeth a dangos sensitifrwydd tuag at eraill ond hefyd gallu bwrw ati â'r gwaith eich hun

Ymagwedd hynaws a hyderus

Meino Prawf Dymunol

Hyfforddiant / Cymhwyster ffurfiol mewn Gofal Cwsmeriaid neu dystiolaeth o gymwyseddau mewn gofal cwsmeriaid

Ymrwymiad i'ch datblygiad proffesiynol personol

Gwybodaeth am ofynion gweithredol o leiaf un o wasanaethau eraill llywodraeth leol.

Deall egwyddorion gofal cwsmeriaid a sut i'w rhoi ar waith

Deall prif egwyddorion Diogelu Data

Deall egwyddorion Amddiffyn Plant

Sgiliau Iaith /Cyfathrebu

Cliciwch ar y ddolen - Pa lefel ydych chi?

Cymraeg	**Sgiliau Llafar Lefel 3**	**Sgiliau Ysgrifennu Lefel 1**
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 **Datgeliad Manwl gan wirio'r rhestr wahardd**

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

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

Y RHESWM

Gweithio gyda phlant agored i niwed

UNRHYW WYBODAETH ARALL

Disgwylir i bob gweithiwr gynnal gwerthoedd craidd yr Awdurdod, sydd wedi'u hadlewyrchu yn ein Fframwaith Ymddygiad a Gwerthoedd, 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

Mae'r swydd yn cynnwys cysylltu dwys ag aelodau o'r cyhoedd a gweithwyr proffesiynol priodol bob dydd a bydd yn rhaid darparu gofal cwsmeriaid o safon uchel a hynny'n gyson. Hefyd bydd gofyn bod yn gyson fanwl gywir a chyflym wrth gofnodi manylion cyswllt cwsmeriaid a phrosesu ceisiadau am wasanaeth.

Main Purpose of Job

- To provide a Duty, Contact, Referral and Information service to members of the public and external agencies, providing advice and guidance in a professional and timely manner.
- To deal with an extensive range of enquiries and service requests presented by telephone, electronic media and visits to the office.

Key responsibilities

- To take ownership of customer contacts by acting for the customer until the contact is resolved or transferred to the correct officer. Dealing at all times courteously, efficiently and sensitively with all customers contacting the Contact Centre by either telephone or electronic media and visits to the office
- Acting on the customer's behalf, providing the first point of contact for the Services customers, helping to meet the aims of the Council's Customer Care Strategy to maximise accessibility to the organisation.
- To make recommendations applying a high degree of initiative on a daily basis, evaluating
- Information received in order to determine eligibility against the Authority's criteria.
- To complete in-house and inter agency checks (where appropriate) and undertake
- Assessments of families and recommend appropriate responses.
- To gather appropriate and accurate information in order to complete contacts/referrals to high standard and to ensure the database is kept up to date at all times
- To enter data on to the electronic system and advise in a timely fashion the duty senior in respect of all contacts/referrals where a decisions required.
- To provide responses that protects children, as per the Council's Policy.
- To keep abreast of service developments, both in-house and externally, in order to provide enquirers with accurate information and suggest available options in response to their enquiries.
- To initiate outbound calls according to operational needs, in order to progress enquiries to a satisfactory outcome for customers.
- To utilise a range of Council IT systems and databases Particularly Carefirst and (ICS) Care Assess, to support processing of customer requests and to ensure accurate and prompt recording of contact details in accordance with agreed procedures and protocols.
- To ensure confidentiality of data is maintained in compliance with the Data Protection Act.
- To operate flexibly; and where required undertake other duties commensurate with the position. This may include initial assessments or facilitating contact.
- To participate in regular supervision; appraisal; staff meetings; and appropriate training and to undertake any other duties commensurate with the grade of the post as directed by the Team Manager or Assistant Team Manager.

Responsible for staff/equipment

Reporting to

Team Manager

Essential Criteria

Qualifications, Vocational training and Professional Memberships

NVQ3 in Business Admin or Social Care or be prepared to work towards

Job Related Skills and Competencies

Highly developed communication and interpersonal skills, including building rapport with customers and providing coherent and easily understandable advice.

Effective negotiator to ensure effective and timely outcomes for stakeholders

A sound working knowledge of using software within an MS Windows (or similar) environment.

Knowledge

Understanding of the principles and practice of the Children Act 1989, and relevant legislation.

Knowledge of services provided/commissioned by Social Services or provided by other agencies

Knowledge of Children's Services and the general processes involved in service delivery

Understanding of the Child and Family in Need Assessment process and the Integrated Children's System

Experience

Demonstrable experience in direct contact with customers, both on a face-to-face basis and via the telephone

Experience working in a demanding environment, where delivering high standards of customer care, preferably to vulnerable people, and achieving a high degree of accuracy have been necessary

Personal qualities

Highly motivated

Ability to work successfully as part of a team, promoting supportive relationships, sharing information and being sensitive to others but also able to use own initiative

A pleasant and confident approach

Desirable Criteria

Formal Customer Care Training / Qualification or evidence of competencies in customer care

Commitment to continued professional development

Knowledge of the operational requirements of at least one other local government service.

Understanding of the principles of customer care and how to apply them

Understanding of the main principles of Data Protection

Understanding of the principles of Child Protection

Language and Communication Skills

Click on the link What level are you?

Welsh	**Spoken Level 3**	**Written level 1**
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 **Enhanced Disclosure with Barred list check**

Section B – workforce type **Child Workforce**

Section C – Does the post require 3 yearly DBS renewals or registration with the DBS online update service**?** **Yes**

JUSTIFICATION

Working with vulnerable children

ANY OTHER INFORMATION

Every employee is expected to uphold the authority's core values reflected within our Behaviour and Values 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.

The job involves intensive contact with members of the public (including regulated activity with children) and appropriate professionals on an ongoing daily basis and will demand consistent delivery of high standards of customer care. It also requires a sustained high degree of accuracy and speed in recording customer contacts and processing service requests.