Proffil Swydd/Job Profile

Teitl y Swydd – Swyddog Parod am Denantiaeth

Post Title - Tenancy Ready Officer

Adran	Gwasanaethau Cymdeithasol a Thai
Department	Social Services & Housing
Is-Adran/Adain	Tai
Division/Section	Housing
Gradd/Grade	G
Rhif y Swydd/Post Number	032705/07/08
Paratowyd gan/Prepared By	Maria Brookfield
Dyddiad Paratoi/Date Prepared	19/06/25

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

Gweithio fel rhan o'r Tîm Tenantiaeth Barod gan ddarparu cymorth arnofiol sy'n galluogi ac yn grymuso dinasyddion i fynd i'r afael ag anawsterau tai a/neu bersonol, meithrin eu sgiliau a'u hyder i wella eu gallu i gynnal eu llety sefydlog presennol neu yn y dyfodol.

Cyfrannu at ddatblygu a darparu cymorth a hyfforddiant i ddinasyddion mewn llety sefydlog traws deiliadaeth. Gan gynnwys darparu hyfforddiant mewn sesiynau 1-2-1 / grwpiau neu ysgolion yn unol â'r pecynnau hyfforddi cymeradwy.

Cyflawni swyddogaethau landlord yn unol â chyfrifoldebau'r tîm mewn llety dros dro a'r stoc tai cymdeithasol mewnol, gan weithredu fel y Swyddog Tai am gyfnod penodedig.

Y Prif Ddyletswyddau

1. Ymweld â dinasyddion yn eu cartrefi neu yn y gymuned a darparu cymorth sy'n gysylltiedig â thai. Gan gynnwys, ond heb fod yn gyfyngedig i gamddefnyddio sylweddau, iechyd meddwl, iechyd corfforol, cyfnodau sefydledig ac estynedig o gysgu ar y stryd, Profiadau Niweidiol yn ystod Plentyndod (ACE), Trawma cymhleth, dianc rhag cam-drin domestig a neu drais. Bydd disgwyl i chi hefyd ddarparu dull ysgafn a chymorth untro i ddefnyddwyr gwasanaeth sydd ag anghenion cymorth isel.
2. Gwneud yr holl waith yn unol â Chanllawiau Rhaglen Grant Cymorth Tai Llywodraeth Cymru, gan sicrhau bod cofnodion manwl a chywir yn cael eu cadw ar sawl platfform gyda'r holl nodiadau achos, asesiadau, cynlluniau cymorth a dogfennau perthnasol i alluogi adroddiadau strategol a gweithredol rheolaidd i lywio Polisi a chydymffurfio â Chanllawiau'r Grant Cymorth Tai.
3. Datblygu partneriaethau lleol a rhanbarthol gan sicrhau bod y tîm/is-adran yn cyflawni'r canlyniadau gorau ac yn cael yr effaith fwyaf ar ddinasyddion.
4. Cynorthwyo i ddatblygu pecynnau hyfforddi ar gyfer ysgolion, addysg uwch, pobl dan brawf yn ogystal ag unrhyw un sydd wedi cyflwyno fel digartref. Bydd gofyn i chi ddarparu hyfforddiant ar sail 1-2-1, mewn grwpiau ac mewn ysgolion fel rhan o ddull ataliol y tîm.
5. Cynnal cymhorthfeydd wythnosol yn y Ganolfan Waith a derbyn ymholiadau gan unrhyw un sydd â chost tai ynghlwm wrth eu hawliad a allai fod â phroblemau gyda'u sefyllfa dai.
6. Darparu gwasanaeth landlord ar ddechrau unrhyw lety sefydlog o fewn stoc y Cyngor, Gosodiadau Syml a llety dros dro. Bydd hyn yn cynnwys monitro contractau i gynnwys cofrestru ac unrhyw gyfreithlondeb y mae angen eu hystyried a'r holl swyddogaethau landlord eraill a gyflawnir gan y Tîm Gwasanaeth Tai am gyfnod cychwynnol.
7. Rhoi cymorth i ddefnyddwyr gwasanaeth sefydlu popeth mewn perthynas â'r denantiaeth gan gynnwys cefnogi'r dinesydd i wneud cais am y Gronfa Cymorth Dewisol neu grantiau eraill a allai fod yn berthnasol. Cefnogi dinasyddion i ddelio â materion a allai fygwth eu tenantiaeth neu eu statws tai, yn enwedig gyda materion yn ymwneud â budd-daliadau a rheoli cartrefi, iechyd a llesiant, sgiliau cyllidebu, ymddygiad gwrthgymdeithasol.
8. Cynnig lefelau priodol o gymorth mewn modd sensitif, gan ystyried anghenion emosiynol a deallusol y dinesydd, gan barchu eu dewis a'u preifatrwydd.

9. Cefnogi Dinasyddion i gynnal neu gael llety yn y sector rhentu preifat, gan helpu i gwblhau ffurflenni neu ymholiadau dros y ffôn, cysylltu â landlordiaid ac asiantaethau eraill, hyrwyddo mentrau, hyrwyddo a gwneud atgyfeiriadau fel y bo'n briodol.
10. Gweithio ochr yn ochr â'r Ymgynghorydd Dewisiadau Tai ar gyfer holl ymgeiswyr y Sector Rhentu Preifat o dan ddyletswydd digartrefedd i asesu fforddiadwyedd, nodi atebion ac atal digartrefedd rhag digwydd yn unol â dull ataliol y Gwasanaeth. Bwydo i mewn i'r asesiad addasrwydd o bobl sy'n symud i lety a rennir.

Yn gyfrifol am staff/offer
Gliniadur a ffôn
Yn atebol i
Uwch-swyddog Parod am Denantiaeth

Meini Prawf Hanfodol

Cymwysterau, Hyfforddiant Galwedigaethol ac Aelodaethau Proffesiynol

- Addysg sylfaenol, llythrennedd a rhifedd neu brofiad gwaith perthnasol.
- Tystiolaeth o ddysgu parhaus a datblygiad, fydd yn cael eu cynnal yn y swydd

Sgiliau a Galluoedd sy'n ymwneud â'r Swydd

- Y gallu i weithio gydag unigolion sydd o dan anfantais, ar y cyrion a/neu sy'n agored i niwed ac ymwneud â nhw.
- Y gallu i gynnal asesiadau a datblygu cynlluniau cymorth gyda defnyddwyr gwasanaeth.
- Y gallu i gofnodi gwybodaeth yn gywir ac yn gryno ar draws nifer o systemau.
- Sgiliau trefnu ardderchog / y gallu i flaenoriaethu eich llwyth gwaith ac ymateb i flaenoriaethau newidiol a gofynion sy'n tynnu'n groes i'w gilydd gan gydbwyso llwyth gwaith sylweddol ac amrywiol.
- Sgiliau ardderchog o ran cyd-drafod a bod yn ddiplomataidd.
- Ymrwymiad i ofal cwsmeriaid ac i ddarparu gwasanaethau sy'n canolbwyntio ar gwsmeriaid.

Gwybodaeth

- Dealltwriaeth o Deddfwriaeth Digartrefedd bresennol a Deddf Rhentu Cartrefi (Cymru) 2016.
- Gwybodaeth am y System Cyfiawnder Troseddol, Budd-daliadau'r Adran Gwaith a Phensiynau, a'r goblygiadau posibl i gymorth sy'n gysylltiedig â thai a phobl sy'n agored i niwed.
- Gwybodaeth a dealltwriaeth o'r fframweithiau cyfreithiol presennol y disgwylir i chi eu dilyn (e.e., Amddiffyn Oedolion Agored i Niwed, Deddf Plant, Deddf Iechyd Meddwl, Deddf Iechyd a Diogelwch yn y Gwaith, y Ddeddf Camddefnyddio Cyffuriau).
- Gwybodaeth a dealltwriaeth o'r angen am ffiniau proffesiynol.

Profiad

- Gweithio mewn amgylchedd amlddisgyblaeth.
- Delio'n effeithiol â sefyllfaoedd heriol tra'n cynnal ffiniau proffesiynol.
- Arbenigedd yn y maes perthnasol o ran digartrefedd/rheoli tai ac anghenion cymhleth.
- Cwblhau asesiadau o anghenion a risgiau; cynllunio a darparu cymorth; systemau monitro a chofnodi.
- Gweithio ar eich liwt eich hun a heb oruchwyliaeth agos.
- Profiad o gyflawni swyddogaethau landlord yn y sector Tai Cymdeithasol.

Rhinweddau Personol

- Dangos egni, penderfyniad, ymroddiad a'r gallu i dorri tir newydd.
- Gallu gweithio ac ymateb mewn amgylchedd gwaith sy'n gofyn llawer.
- Bod yn addasadwy ac yn hyblyg yn yr amgylchedd gwaith.
- Trwydded yrru lawn a defnydd o cerbyd yn ogystal â'r gallu i yrru ceir adrannol sy'n eiddo i'r cyngor ar gyfer teithio pellter hirach ac y tu allan i'r sir.

Mae'n rhaid i chi ddangos y rhinweddau personol canlynol, sy'n cyd-fynd â'n gwerthoedd craidd:

Un Tîm

- Dangos brwdfrydedd ac egni ynghylch eich gwaith ac annog aelodau'r tîm i gydweithio o fewn y tîm ac ar draws yr Is-adran gan fuddsoddi amser i greu ffocws cyffredin ac ysbryd tîm gwirioneddol

Rhagori

- Ymgysylltu a chyfathrebu'n hyderus â rhanddeiliaid a chydweithwyr ar bob lefel i greu ymrwymiad i welliant parhaus

Uniondeb

- Annog cyfraniadau a chyfranogiad gan ystod eang ac amrywiol o staff trwy fod yn weladwy ac yn hygyrch, gan hyrwyddo diwylliant o ymddiriedaeth

Cymryd Cyfrifoldeb trwy:

- Nodi'r gofynion galluogrwydd sydd eu hangen i gyflawni amcanion tîm y dyfodol a hynny wrth allu addasu a bod yn gryf yn wyneb newid

- Gwneud penderfyniadau pan fydd eu hangen, hyd yn oed os ydynt yn anodd neu'n amhoblogaidd.

Cwsmeriaid yn Gyntaf

- Dod o hyd i ffyrdd o wella systemau a strwythurau er mwyn cyflawni ag adnoddau symlach, gan ystyried anghenion a gofynion amrywiol cwsmeriaid a hyrwyddo diwylliant lle mae cwsmeriaid yn dod yn gyntaf.

Meini Prawf Dymunol

Dealltwriaeth o rolau'r Aelodau a'r gallu i reoli mewn amgylchedd gwleidyddol.

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 **Datgeliad Manwl gan wirio'r rhestr wahardd**

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

Adran A – y math o ddatgeliad **Datgeliad Manwl**

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 **Ie**

Y RHESWM

Bydd y swydd yn cynnwys gweithio yng nghartrefi oedolion agored i niwed ar sail un-i-un gyda'r cyfle i feithrin perthynas â chwsmeriaid.

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.

Disgwylir i ddeiliad y swydd fod yn hyblyg a chyflawni unrhyw ddyletswyddau eraill yn ôl y gofyn.
Yn ogystal, bydd deiliad y swydd yn teithio yn y sir a'r tu allan iddi ac efallai y bydd yn ofynnol iddo weithio y tu allan i oriau craidd. Mae trwydded yrru a cherbyd personol yn hanfodol yn ogystal â'r gallu i yrru car adrannol.
Bydd gofyniad i weithio gyda'r nos, ar benwythnosau ac ar wyliau banc at ddibenion darparu gwasanaethau.

Er bod y swydd hon o fewn y Tîm Parod am Denantiaeth, gellir ail-neilltuo'r swyddog penodedig i rôl gyfatebol o fewn yr adran yn seiliedig ar anghenion gwasanaeth

Main Purpose of Job

To work as part of the Tenancy Ready Team providing floating support that enables and empowers citizens to address housing and/or personal difficulties, build their skills and confidence to improve their ability to maintain their current or future settled accommodation.

To feed into the development and delivery of support provision and training for citizens in or accessing settled accommodation cross tenure. To include delivering training on 1-2-1 / group or school sessions as per the approved training packages.

To carry out landlord functions in line with the team responsibilities in temporary accommodation and inhouse social housing stock, acting as the Housing Officer for a designated period.

Key responsibilities

1. To visit citizens in their homes or in the community and provide housing related support. Including but not limited to substance misuse, mental health, physical health, entrenched and extended periods of rough sleeping, Adverse Childhood Experiences (ACE), Complex trauma, fleeing domestic abuse and or violence. You will also be expected to provide a light touch and one-off Support to Service users identified with low support needs.
2. Conduct all work in line with the Welsh Government's HSG Programme Guidance, ensuring detailed and accurate record keeping on multiple platforms with all relevant case notes, assessments, support plans and documentation to enable regular strategic and operational reports to inform Policy and comply with HSG Guidance.
3. Develop partnerships on a local and regional level ensuring that the team/Division maximises its impact and outcomes for citizens.
4. Assist in developing training packages for schools, higher education, people under probation as well as anyone who has presented as homeless. You will be required to deliver training on a 1-2-1 basis, a group setting and in schools as part of the preventative approach of the team.
5. Hold weekly surgeries in the Job Centre and take queries from anyone with a housing cost attached to their claim that may have issues with their housing situation.
6. Provie a landlord Service at the start of any settled accommodation within the Councils own stock, Simple Lettings and temporary accommodation. This will involve contract monitoring to include sign up and any legalities that need to considered and all other landlord functions carried out by the Housing Service Team for an initial period.
7. Provide support to service users to set up everything in relation to the tenancy including supporting the citizen to apply for DAF or other grants that may be applicable. Support citizen to deal with issues that may threaten their tenancy or housing status, especially with matters regarding benefits, household management, health and wellbeing, budgeting skills, anti-social behaviour.

8. Offer appropriate levels of support in a sensitive manner, considering the emotional and intellectual needs of the citizen, respecting their choice and privacy.
9. Support citizen to sustain or obtain accommodation in the private rented sector, helping with the completion of forms or telephone enquiries, liaising with landlords and other agencies, promoting initiatives, and making referrals as appropriate.
10. To work alongside the Housing Options Advisor for all Private Rented Sector applicants under a homeless duty to assess affordability, identify solutions and prevent homelessness from occurring in line with the preventative approach of the Service. Feed into the suitability assessment of people moving into shared accommodation.

Responsible for staff/equipment
Laptop and Phone
Reporting to
Senior Tenancy Ready Officer

Essential Criteria

Qualifications, Vocational training and Professional Memberships

- Basic education, literacy and numeracy or relevant work experience.
- Evidence of continuous learning and development, which will be maintained whilst in post

Job Related Skills and Competencies

- Ability to work with and relate to individuals who are disadvantaged, marginalised and/or vulnerable.
- Ability to undertake assessments and develop support plans with service users.
- Ability to record information accurately and concisely across multiple systems.
- Excellent organisational skills / ability to prioritise own workload and respond to changing priorities and conflicting demands whilst balancing a significant and diverse workload.
- Excellent diplomacy and negotiating skills.
- Commitment to customer care and customer centred service delivery.

Knowledge

- Understanding of current Homelessness Legislation and the Renting Homes Wales (Act) 2016.
- Knowledge of Criminal Justice System, DWP Benefits, and the potential implications to housing related support and vulnerable people.
- Knowledge and understanding of the current legal frameworks within which you are expected to work (e.g., POVA, Children's Act, Mental Health Act, Health and Safety at Work Act, Misuse of Drugs Act).
- Knowledge and understanding of the need for professional boundaries.

Experience

- Working in a multi-disciplinary environment.
- Effectively dealing with challenging situations whilst maintaining professional boundaries.
- Specialism in the relevant area of homelessness / housing management and complex needs.
- Completing needs and risks assessments; planning and delivering support; monitoring and recording systems.
- Lone working on own initiative and without close supervision.
- Experience of performing landlord functions within the Social Housing sector.

Personal qualities

- Demonstrate energy, drive and commitment and innovation.
- Be able to work and respond in a demanding work environment.
- Be adaptable and flexible in the working environment.
- Have a full driving licence and the use of a vehicle as well as being able to drive council owned pool cars for longer distance and out of county travel.

You must demonstrate the following personal qualities, which align with our core values:

One Team

- Role model enthusiasm and energy about their work and encourage collaborative team working within own team and across the Division investing time to generate a common focus and genuine team spirit

Excellence

- Confidently engage and communicate with stakeholders and colleagues at all levels to generate commitment to continuous improvement

Integrity

- Encourage contributions and involvement from a broad and diverse range of staff by being visible and accessible, promoting a culture of trust

Take Responsibility by:

- Identifying capability requirements needed to deliver future team objectives whilst being adaptable and resilient to change

- Making decisions when they are needed, even if they prove difficult or unpopular.

Customer First

- Find ways to improve systems and structures to deliver with more streamlined resources, taking account of diverse customer needs and requirements promoting a culture where customers come first.

Desirable Criteria

Understanding of roles of Members and ability to manage in a political environment

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 Enhanced Disclosure with Barred list check** **Section B – workforce type Child Workforce** **Section A – type of disclosure Enhanced Disclosure** **Section B – workforce type Adult Workforce** **Section C – Does the post require 3 yearly DBS renewals or registration with the DBS online update service? Yes**

JUSTIFICATION
The position will involve working in the homes of vulnerable adults on a one-to-one basis with the opportunity to build up relationships with customers.

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 postholder will be expected to be flexible and undertake any other duties as required. In addition, the post holder will undertake travel both inside and outside of the county and may be required to work outside of core hours. Driving licence and own vehicle is essential as well as being able to drive a pool car. There will be a requirement to work evenings, weekends and bank holidays for service delivery purposes. Although this position is within the Tenancy Ready Team, the appointed officer may be reassigned to an equivalent role within the department based on service needs.