# Proffil Swydd/Job Profile

## Teitl y Swydd – Gweithiwr Cymorth
## Post Title – Support Worker

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| Adran | Llesiant Delta |
| Department | Delta Wellbeing |

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

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| Gradd/Grade | Grade D |

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| Rhif y Swydd/Post Number | 036060 |

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| Paratowyd Gan/Prepared By | Pennaeth Datblygu Busnes a Phartneriaethau / Head of Business Development & Partnerships |

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| Dyddiad/Date | Mawrth/March 2026 |

**Prif Ddiben y Swydd**

Cefnogi cleifion yn adran frys ysbyty ag anghenion anfeddygol, gwella profiad cyffredinol cleifion a rhyddhau amser staff ysbyty ar gyfer dyletswyddau clinigol. Cludo cleifion adref a'u hailsefydlu gartref, gan wneud eu proses ryddhau mor ddiogel â phosibl.

**Y Prif Ddyletswyddau**

**Cymorth Ymarferol ac Emosiynol**

- Darparu cefnogaeth ymarferol ac emosiynol i gleifion a'r rhai sy'n dod i'r ysbyty gyda nhw.
- Yn rhagweithiol, yn monitro anghenion cleifion yn barhaus i nodi'r rhai sydd angen cymorth ac wrth wneud hynny yn cyfrannu at amgylchedd gwaith tawel, trefnus sy'n caniatáu i staff clinigol weithio'n fwy effeithiol.
- Cludo cleifion adref ac yn eu hailsefydlu yno, gan gyfeirio at wasanaethau cymorth cymunedol.
- Delio'n briodol â risgiau i'r claf wrth iddo ddychwelyd adref, megis materion diogelu neu ddigartrefedd.

**Cyfathrebu Effeithiol**

- Gwrando'n ofalus ar gleifion a defnyddio cwestiynau priodol i ddeall eu hanghenion.
- Cyfathrebu'n glir ac yn broffesiynol â chleifion, perthnasau, cydweithwyr a staff ysbyty.
- Blaenoriaethu unrhyw bryderon a allai effeithio ar ddiogelwch cleifion neu staff a'u huwchgyfeirio'n brydlon gan ddefnyddio gweithdrefnau y cytunwyd arnynt.
- Cynnal cofnodion clir, cywir ac amserol o weithgarwch yn unol â pholisïau a gweithdrefnau Llesiant Delta.
- Defnyddio systemau TG, ffonau symudol neu lechi priodol i gefnogi darparu gwasanaethau a chadw cofnodion.

**Aelod o'r Tîm**

- Cymryd rhan weithredol ym mhob cyfarfod tîm a'ch goruchwyliaeth eich hun.
- Ymgymryd â hyfforddiant gorfodol a datblygiad proffesiynol parhaus.
- Cefnogi aelodau eraill o'r tîm.
- Gweithio yn unol â pholisïau, gweithdrefnau a safonau ymddygiad disgwyliedig Llesiant Delta.

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| Nid yw'r dyletswyddau a'r cyfrifoldebau a amlinellir uchod yn gynhwysfawr ac efallai y bydd yn ofynnol i ddeiliad y swydd ymgymryd â dyletswyddau rhesymol ychwanegol sy'n gyson â lefel y rôl. |
| **Yn gyfrifol am staff/offer** |
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| **Yn atebol i** |
| Arweinydd Tîm |

# Meini Prawf Hanfodol

**Cymwysterau, Hyfforddiant Galwedigaethol ac Aelodaethau Proffesiynol**

– Trwydded yrru ddilys ar gyfer ceir trawsyriant â llaw.

**Sgiliau a Galluoedd sy'n ymwneud â'r Swydd**

– Gallu defnyddio presenoldeb ei hun i dawelu, tawelu, cefnogi a gofalu.
– Cydnabod anghenion corfforol ac emosiynol pobl a gweithredu i fynd i'r afael â'r anghenion hynny os yn bosibl.
– Gallu cyfathrebu'n glir ac yn effeithiol wrth siarad ag eraill, gan addasu i'r gwrandäwr a'r sefyllfa.
– Eglurder a manylder mewn cyfathrebu ysgrifenedig, gyda'r gallu i ysgrifennu'n wrthrychol a gwahaniaethu barn oddi wrth ffaith.
– Gallu cynnal cyfrinachedd a phroffesiynoldeb.

**Gwybodaeth**

– Defnyddio llechi neu gyfrifiaduron, negeseuon e-bost a rhaglenni sylfaenol, fel MS Word, Teams, Zoom at ystod o ddibenion.

**Profiad**

– Cefnogi pobl mewn rôl bersonol neu rôl waith.
– Gweithio heb oruchwyliaeth agos a defnyddio eich menter eich hun.
– Gweithio gydag eraill fel rhan o dîm.

**Rhinweddau Personol**

– Sicrhau arfer cynhwysol, herio gwahaniaethu a hyrwyddo amrywiaeth yn unol â Pholisi Cydraddoldeb ac Amrywiaeth Llesiant Delta.
– Gallu gweithio shifftiau drwy gydol y dydd a gyda'r nos, gan gynnwys penwythnosau a gwyliau banc a bod yn hyblyg o ran oriau a diwrnodau gwaith.
– Ffitrwydd corfforol i fod ar eich traed am 10 awr y dydd (gyda seibiannau byr) a gwthio oedolion mewn cadeiriau olwyn am bellteroedd byr (o'r ysbyty i'r maes parcio).

# Meini Prawf Dymunol

– Gweithio mewn amgylchedd dan bwysau, lle mae angen rheoli gofynion lluosog.
– Gweithio mewn lleoliad iechyd neu ofal cymdeithasol gyda phobl agored i niwed.
– Nodi bygythiadau i lesiant a diogelwch pobl, yn enwedig o gam-drin neu hunan-esgeulustod.
– Asesu a rheoli risg mewn lleoliad gwaith.

| Sgiliau Iaith a Chyfathrebu |
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**Cliciwch ar y ddolen** Beth yw lefel eich gallu?

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| Cymraeg | **Sgiliau Siarad Lefel 3** | **Sgiliau Ysgrifennu Lefel 1** |
| Saesneg | **Sgiliau Siarad Lefel 5** | **Sgiliau Ysgrifennu Lefel 5** |
| Arall (nodwch) | | |

| **GWIRIADAU'R GWASANAETH DATGELU A GWAHARDD** |
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| Gall gwiriadau DBS fod yn ofynnol ar gyfer rhai swyddi sy'n gweithio gyda phlant ac oedolion agored i niwed. Yn ofynnol ar gyfer y swydd hon:<br><br>**Adran A – math o ddatgeliad** **Datgeliad manwl gan wirio'r rhestr wahardd**<br><br>**Adran B – math o weithlu** **Y Gweithlu Oedolion**<br><br>**Adran C – A oes angen adnewyddiad DBS bob 3 blynedd ar gyfer y swydd**<br>**neu gofrestru gyda gwasanaeth diweddaru ar-lein y DBS?** **Nac oes** |

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

| **UNRHYW WYBODAETH ARALL** |
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**Main Purpose of Job**

To support patients in a hospital's emergency department with non-medical needs, to improve patients' overall experience and to free up the time of hospital staff for clinical duties. Transport patients' home and resettle them at home, making their discharge as safe as possible.

**Key responsibilities**

**Practical and Emotional Support**

- Provides practical and emotional support to patients and those who attend hospital with them.
- Is proactive, continuously monitors the needs of patients to identify those who require support and in doing so contributes to a calm, ordered working environment allowing clinical staff to work more effectively.
- Transports patients home and resettles them there, signposting and referring to community support services.
- Deals appropriately with risks to the patient on return home, such as safeguarding issues or homelessness.

**Effective Communication**

- Listen carefully to patients and use appropriate questioning to understand their needs.
- Communicate clearly and professionally with patients, relatives, colleagues and hospital staff.
- Prioritise any concerns that may impact patient or staff safety and escalate promptly using agreed procedures.
- Maintain clear, accurate and timely records of activity in line with Delta Wellbeing policies and procedures.
- Use appropriate IT systems, mobile phones or tablets to support service delivery and record keeping.

**Team Member**

- Actively participates in all team meetings and own supervision.
- Undertakes mandatory training and continuous professional development.
- Supports other team members.
- Work in accordance with Delta Wellbeing policies, procedures and expected standards of conduct.

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| The duties and responsibilities outlined above are not exhaustive and the post holder may be required to undertake additional reasonable duties consistent with the level of the role. |
| **Responsible for staff/equipment** |
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| **Reporting to** |
| Team Leader |

# Essential Criteria

**Qualifications, Vocational training and Professional Memberships**

– Valid driving license for manual transmission cars.

**Job Related Skills and Competencies**

– Can use own presence to calm, reassure, support and care.
– Recognise people's physical and emotional needs and act to address those needs if possible.
– The ability to communicate clearly and effectively when speaking to others, adjusting to the listener and the situation.
– Clarity and detail in written communication, with the ability to write objectively and distinguish opinion from fact.
– Can maintain confidentiality and professionalism.

**Knowledge**

– Use of tablets or computers, email and basic applications, such as MS Word, Teams, Zoom for a range of purposes.

**Experience**

– Supporting people in a personal capacity or a work role.
– Working without close supervision and using own initiative.
– Working with others as part of a team.

**Personal qualities**

– Ensures inclusive practice, challenges discrimination and promotes diversity in line with Delta Wellbeing's Equality and Diversity Policy.
– Availability to work rostered shifts throughout the day and into evening, including weekends and bank holidays and be flexible regarding hours and days worked.
– Physical fitness to be on one's feet for 10 hours per day (with short breaks) and push adults in wheelchairs short distances (from hospital to car park).

# Desirable Criteria

– Working in a pressured environment, where it is necessary to manage multiple demands on time.
– Working in a health or social care setting with vulnerable people.
– Identifying threats to people's well-being and safety, particularly from abuse or self-neglect.
– Assessment and management of risk in a work setting.

## 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** **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**

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