Proffil Swydd/Job Profile

Teitl y Swydd – Swyddog Monitro Ansawdd Post Title – Quality Monitoring Officer

Gradd/**Grade**	Gradd | Grade G
Rhif y Swydd/**Post Number**	011887

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

Cynllunio a chyflawni swyddogaethau i fonitro gwasanaethau a gomisiynir yn unol â'r ddeddfwriaeth, cyfarwyddyd adrannol a gwybodaeth Perfformiad Darparwyr, drwy gynnal ymweliadau a chyfarfodydd a thrwy ohebu.

Cynorthwyo'r adran i ddarparu amrywiaeth eang o wasanaethau diogel, dibynadwy, sydd o safon uchel ac sy'n rhoi gwerth yr arian.

Y Prif Ddyletswyddau

1. Cynllunio a hwyluso Cyfarfodydd Adolygu Contract yn rheolaidd gydag amrywiaeth o Ddarparwyr sy'n cynnwys Uwch Reolwyr Darparwyr a swyddogion perthnasol o fewn yr Awdurdod.

2. Cynllunio a chynnal adolygiadau o ddarparwyr gwasanaethau sy'n mesur yn erbyn Safonau o fewn manyleb y Gwasanaeth, Cynlluniau Gweithredu Pryder Cynyddol, Cynlluniau Gweithredu Diogelu neu themâu Archwilio i sicrhau bod y safonau disgwyliedig yn cael eu bodloni.

3. Dylunio a datblygu polisïau, gweithdrefnau a systemau TG ar gyfer monitro ac adolygu gwasanaethau gofal a chymorth a gomisiynir gan y Cyngor.

4. Cynnal ymweliadau, cyfarfodydd a gweithgareddau perthnasol eraill i fesur ansawdd y gwasanaethau yn effeithiol a sicrhau bod canlyniadau defnyddwyr gwasanaeth yn cael eu bodloni.

5. hwyluso cyfranogiad a chyfraniad effeithiol Defnyddwyr Gwasanaeth a Gofalwyr wrth gynnal adolygiadau o wasanaethau a gomisiynwyd.

6. Sicrhau cydberthnasau a chyfathrebu effeithiol a chynhyrchiol ar draws ystod o feysydd gwasanaeth; delio ag ystod eang o faterion cymhleth, monitro capasiti o fewn y sector ac ymateb yn unol â hynny a all gael effaith ar ddarparu gwasanaethau a sefydlogrwydd.

7. Cynhyrchu adroddiadau perfformiad ar safon y ddarpariaeth gwasanaeth a lle bo angen, gwneud argymhellion ar gyfer gwella a chasglu a chyflwyno gwybodaeth i lywio comisiynu strategol gwasanaethau.

8. Darparu cyngor, arweiniad a chymorth i ddarparwyr yn unol â'r ddeddfwriaeth bresennol, disgwyliadau cytundebol ac arferion da sy'n datblygu a dynnwyd o'r broses fonitro ac adolygu.

9. Gweithio'n agos gyda Gwasanaethau cyfreithiol i sicrhau bod contractau'n cyd-fynd â gofynion cyfreithiol, gorchmynion sefydlog perthnasol y contract a threfniadau ariannol.

10. Gweithio mewn partneriaeth ag Arolygiaeth Gofal Cymru, Bwrdd Iechyd Hywel Dda a staff perthnasol o fewn y Gyfarwyddiaeth Cymunedau i sicrhau rhaglenni monitro effeithiol, effeithlon a gwerth am arian.

Yn gyfrifol am staff/offer

Dim

Yn atebol i

Rheolwr y Tîm Comisiynu

Meini Prawf Hanfodol

Cymwysterau, Hyfforddiant Galwedigaethol ac Aelodaethau Proffesiynol

Cymhwyster proffesiynol ym maes Tai, Iechyd neu Ofal Cymdeithasol neu unrhyw faes gwaith perthnasol arall
Tystiolaeth o ddatblygiad proffesiynol parhaus
Ymrwymiad i dderbyn hyfforddiant

Sgiliau a Galluoedd sy'n ymwneud â'r Swydd

Sgiliau TG gan gynnwys defnyddio Microsoft Excel, Access, Word a PowerPoint

Sgiliau cyfathrebu â defnyddwyr gwasanaeth sy'n cael anhawster cyfathrebu

Y gallu i gwblhau gwaith yn amserol a chywir o fewn amserlenni penodedig.

Y gallu i weithio gydag ychydig iawn o oruchwyliaeth

Y gallu i flaenoriaethu gwaith ac i weithio mewn amgylchedd gwaith sy'n gofyn llawer.

Y gallu i weithredu egwyddorion gofal cwsmeriaid

Gwybodaeth

Dealltwriaeth gynhwysfawr o ddeddfwriaeth yn ymwneud â Gwasanaethau Iechyd, Gofal Cymdeithasol a Thai a gwybodaeth amdanynt

Gwybodaeth am systemau gweinyddu, cyllid a TG.

Dealltwriaeth dda o Reoliadau a Safonau sy'n berthnasol i Ofal Cymdeithasol a Thai.

Gwybodaeth am y ddeddfwriaeth, y polisïau, a'r gweithdrefnau perthnasol. Y gallu i ddeall a dehongli'r rheoliadau contractio.

Profiad

Dangos bod gennych brofiad o gomisiynu/contractio/darparu gwasanaethau a gontractiwyd mewn gwasanaethau sy'n ymwneud â Gofal Cymdeithasol, Iechyd neu Dai

Profiad o bennu safonau ansawdd a'u monitro.

Profiad o gydweithio'n llwyddiannus ag asiantaethau eraill.

Profiad o gynnal adolygiadau o wasanaethau.

Profiad o gynnwys defnyddwyr gwasanaeth wrth gynllunio ac adolygu gwasanaethau.

Rhinweddau Personol

Yn ddibynadwy, cyfrifol, ymroddedig a brwdfrydig iawn.

Y gallu i gyfathrebu a negodi'n bendant ac yn gadarnhaol â phobl ar bob lefel.

Y gallu i weithio fel aelod o dîm/ a gweithio'n annibynnol

Y gallu i goleddu newid a'i weithredu'n effeithiol

Meini Prawf Dymunol

Gwybodaeth am brosesau monitro ac adolygu contractau.

Sgiliau Iaith a Chyfathrebu

Cliciwch ar y ddolen Beth yw lefel eich gallu?

Cymraeg	**Sgiliau Siarad Lefel 3**	**Sgiliau Ysgrifennu Lefel 2**
Saesneg	**Sgiliau Siarad Lefel 4**	**Sgiliau Ysgrifennu Lefel 4**
Arall (nodwch)	Dim	Dim

GWIRIADAU'R GWASANAETH DATGELU A GWAHARDD
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: **Adran A – y math o ddatgeliad Dim Angen Gwiriad DBS** **Adran B – y math o weithlu** Ddim yn berthnasol

Y RHESWM
Bydd deiliad y swydd yn gweithio'n bennaf gyda staff yr adran a darparwyr gwasanaeth, gan gynnal cyfarfodydd cyfnodol gyda defnyddwyr gwasanaeth.

UNRHYW WYBODAETH ARALL
Y gallu i fynychu cyfarfodydd allgymorth Y gallu i weithio'n hyblyg yn unol ag anghenion y busnes.

Main Purpose of Job

To plan and undertake active monitoring functions of commissioned services in line with legislation, departmental guidance and Provider Performance information, through visits, meetings and correspondence.

To support the department in providing a diverse range of safe, reliable, high quality and value for money services.

Key responsibilities

1. To plan and facilitate Contract Review Meetings on a regular basis with a range of Providers involving Senior Provider Managers and relevant officers within the Authority.

2. To plan and undertake reviews of service providers measuring against Standards within the Service specification, Escalating Concern Action Plans, Safeguarding Action Plans or Audit themes to ensure expected standards are met.

3. To design and develop policies, procedures and IT systems for monitoring and reviewing care and support services commissioned by the Council.

4. To undertake visits, meetings and other relevant activities to effectively measure the quality of services and to ensure that service user outcomes are being met.

5. To facilitate the involvement and effective contribution of Service Users and Carers when undertaking reviews of commissioned services.

6. To ensure effective and productive relationships and communication across a range of service areas; dealing with a wide range of complex matters, monitoring capacity within the Sector and responding accordingly that can have an impact on service delivery and stability.

7. To produce performance reports on the standard of service provision and where required, make recommendations for improvement and to collate and present information to inform the strategic commissioning of services.

8. To provide advice, guidance and support to providers in line with current legislation, contractual expectations and evolving good practice drawn from the monitoring and reviewing process.

9. To work closely with Legal services to ensure that contracts accord with legal requirements, relevant contract standing orders and financial arrangements.

10. To work in partnership with the Care Inspectorate Wales, Hywel Dda Health Board and relevant staff within the Communities Directorate to ensure effective, efficient and value for money monitoring programmes.

Responsible for staff/equipment

1 staff

Reporting to

Commissioning Team Manager

Essential Criteria

Qualifications, Vocational training and Professional Memberships

Professional qualification in Housing, Health or Social Care or any other related area of work

Evidence of continual professional development

Commitment to undergo training

Job Related Skills and Competencies

IT skills including the use of Microsoft Excel, Access, Word and Power point

Skills in communicating with service users who have difficulty in communicating

Ability to produce timely and accurate work within prescribed timescales.

Ability to work with the minimum of supervision

Ability to prioritise work and work in a demanding work environment.

Ability to apply the principles of customer care

Knowledge

Comprehensive understanding and knowledge of legislation relating to Health & Social Care and Housing services

Knowledge of administrative, finance and IT systems.

A good understanding of Regulations and Standards relevant to Social Care and Housing.

Knowledge of related Legislation, Policy and Procedures. Able to understand and interpret contracting regulations.

Experience

Demonstrable experience of commissioning/contracting/providing contracted services in Social Care, Health or Housing related services

Experience of specifying and monitoring quality standards.

Experience of succesful joint working with other agencies.

Experience of carrying out service reviews.

Experience of involving service users in the planning and reviewing of services.

Personal qualities

High degree of reliability, responsibility, commitment and enthusiasm.

Ability to communicate and negotiate assertively and positively with people at all levels.

Ability to work as a member of a team/and work independently

Ability to embrace and implement change effectively

Desirable Criteria

Knowledge of Contract Monitoring and Review processes.

Language and Communication Skills

Click on the link What level are you?

Welsh	**Spoken Level 3**	**Written level 2**
English	**Spoken Level 4**	**Written level 4**
Other (please State)	None	None

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** **No DBS check required** **Section B – workforce type** **Not Applicable**

JUSTIFICATION
The post-holder will work primarily with staff of the department and service providers with periodic meetings with service users.

ANY OTHER INFORMATION
Ability to attend outreach meetings Ability to work flexibly in line with the needs of the business.

Adran / **Department**	Gwasanaethau Cymdeithasol a Thai | Social Services & Housing

Is-adran/ **Division**	Business Support and Commissioning
Rhan/ **Section**	Commissioning

Paratowyd gan/ **Prepared By**	Lucy Brown
Dyddiad/ **Date**	Medi / September, 2026