

Come and join the team!

ADVERT

ROLE TITLE: Housing Options Team Accommodation Officer

ADVERT TEXT: The Housing Options Accommodation Team is looking for a caring, organised and proactive person to join their busy team. If you have an interest in homelessness issues and Housing management, along with a passion for good customer service this role could be for you.

POST ID: SHS127

LOCATION: County Hall, Usk / Community / Homeworking

GRADE: BAND E SCP 14 -18 (£27,334 - £29,269)

HOURS: 37 Per Week

TEMPORARY: No

DBS CHECK: Yes

CLOSING DATE: 12 noon on 19th July 2024

Additional Information

Please note that we are not able to accept CVs

To apply for this post please complete the online application form which can be found on the following page:

<https://www.monmouthshire.gov.uk/jobs-employment/>

Applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.

All posts are open to job-share unless stated otherwise.

Monmouthshire County Council is:-

- an equal opportunities employer and welcomes applications from all sections of the community.
- a disability confident committed employer.
- an Armed Forces friendly employer.
- Autism aware and committed to removing barriers to employment
- committed to supporting young people who leave our care to access new opportunities and gain experience.

ROLE PROFILE

ROLE TITLE: Accommodation Officer
PERMANENT

POST ID: SHS127

GRADE: BAND E SCP 14 – SCP18 (27,334 - £29,269)

HOURS: 37 Per Week

WORK PATTERN 37 hours Monday to Thursday 9am to 5pm, Friday 9am to 4.30pm

LOCATION: County Hall, Usk / Homeworking which may change in the future if the service location needs to relocate. Relocation or disturbance expenses will not be paid if this happens.

DISCLOSURE AND BARRING SERVICE (DBS) CHECK:

Appointment to this post is exempt from Rehabilitation of Offenders Act and is subject to the Enhanced with Adults Barred List Check

RESPONSIBLE TO: Senior Accommodation Team Officer

WELSH LANGUAGE ASSESSMENT:

Welsh language skills are desirable

The Housing Options Accommodation Team.....**Who are we?**

SAFEGUARDING:

Child and Adult Safeguarding are key priorities for the Council. We aim to support children and adults at risk to be as safe as they can and to fulfil their potential. All Council employees and volunteers are responsible for playing their part in the well-being, safety and protection of children and adults at risk. All employees and volunteers will be trained to the appropriate level of safeguarding and have a duty to fulfil their personal responsibilities for safeguarding.

Our Purpose:-

Our purpose is to prevent homelessness wherever possible where homelessness cannot be prevented, the experience is brief, and not repeated. Within the Housing Options Service the Council has a range of temporary accommodation; emergency accommodation and shared Housing which this role sits within.

We aim to always work within the spirit of the Housing Act (Wales) 2014

We strive to deliver a trauma – informed service with the clients' best interests at the centre of what we do.

The Purpose of this Role:-

The Accommodation Officer's role is to assist Monmouthshire County Council in the daily housing management and co-ordination of placements for homeless households across a range of temporary and permanent Accommodation. This dynamic role effectively manages patches of temporary accommodation across the County, ensuring that residents and contract holders adhere to the terms of their accommodation.

Expectation and Outcomes of this Role:-

To minimise the use of B&B accommodation

To ensure that temporary accommodation void periods are minimised and accommodation let within target void periods

To maximise income into the Department via swift communication with Housing Benefit Departments. To effectively manage rent Accounts; and to minimise void times in temporary accommodation through robust forward planning.

To ensure MCC have considered the support needs of individuals accessing accommodation as well as managing possible safeguarding circumstances and any known risks within temporary accommodation.

To work with a psychologically and trauma informed practice.

Your responsibilities are to:-

1. Assist in the preparation of temporary accommodation for homeless households to coincide with their date of homelessness.
2. Manage individuals placed in emergency & temporary accommodation. To liaise directly with landlords to ensure there is good communication between partners and the Accommodation Team.
3. Regularly liaise with all agencies working with individuals in emergency and temporary accommodation, in particular the Housing Options Officers and Support Providers, to ensure a joined up approach to placement sustainability.
4. Be reactive and innovative in problem solving issues which occur with temporary accommodation.
5. Effectively risk manage individuals with a range of support needs to ensure the safety of both residents and other visitors.
6. Be confident in addressing and resolving Anti-Social Behaviour.
7. To arrange and perform sign ups as well as ensuring all relevant paperwork and benefit claims are completed.
8. Carry out weekly property/room inspections at all Council's accommodation.
9. To prepare and serve Eviction Notices when necessary.

10. To set up and maintain rent accounts on the Council's database.
11. To assist with budgets and financial matters relating to temporary and shared accommodation using spreadsheets and financial management systems.
12. To assist households with claims for housing benefit and welfare benefits prior to moving into accommodation. Monitor the progress of housing benefit claims including liaising with the Benefits Team to ensure that prompt payments are made and maintained.
13. To administer recharges to residents and any other necessary procedures for recovery of former tenant arrears.
14. To work in conjunction with the other members of the Housing Options Service as a whole to ensure targets set to minimise the use of bed and breakfast accommodation are continually met.
15. To identify support issues of individual residents and make appropriate referrals to the Housing Support Service. Liaise with the Support Provider over any issues regarding existing residents at risk of losing their accommodation.
16. To abide by the principles and practice of quality of opportunity as laid down in the Council's Equal Opportunities Policy.
17. To perform any other duties commensurate with post holders grade that are required by the Housing Options Manager in order to ensure the delivery of an efficient caring and responsive service.
18. Ensure that accurate and detailed records are kept in respect of the Housing Options Service and the Locata database. To ensure Locata is updated with new client information within 48 hours.
19. To ensure that work complies with statutory requirements, Council policy and relevant technical standards and codes of practice.
20. To keep up to date with current legislation and practice on housing and related areas including the Council's policies and procedures and developing the services as necessary.
21. To co-ordinate referrals and joint work with other agencies to ensure appropriate advice and support is given to clients.
22. To adopt a Trauma – Informed approach with clients approaching the service, and to undertake training to develop skills which complement this methodology.
23. To be adaptable and willing to assist in other areas of service delivery during times of crisis or pressure. To accompany team members to accommodation placements

to offer support. To attend properties or complete sign ups when approached for assistance by the Senior Accommodation Officer, Housing Support Service or other members of the Team.

24. To support and contribute to flexible working arrangements that will benefit service users and citizens (e.g. agile working).

25. To understand and be familiar with the Council's Safeguarding Policy and support and contribute to its delivery.

26. To take all reasonable steps to ensure the safety of any child or adult at risk involved in Council activity. To take all reasonable steps to ensure the safety of any child or adult at risk involved in Council activity, including being familiar with the council's Safeguarding Policy.

27. To abide by the principle and practice of equality of opportunity as laid down in the Council's Equal Opportunities Policy.

28. To maintain safe working practices for self and others, in accordance with the authority's policy statement on Health and Safety at Work.

Here's what we can provide you with:-

- The opportunity to develop Welsh language skills.
- Team support to deliver an efficient and responsive service.
- The opportunity for personal development in the field of homelessness
- The opportunity and support to explore and pursue innovative ideas in a changing environment.
- The opportunity to access a wide range of training across the organisation via MCC's T

What else you need to know.....Our Values:

Our purpose is underpinned by a clear sense of who we are as an organisation. We expect people who work with us to share a strong value set and expect that these are evident in the ways in which we work and engage with our communities.

Teamwork: We will work with you and our partners to support and inspire everyone to get involved. We will make the best of the ideas, and resources available to make sure we do the things that most positively impact our people and places.

Openness: We are open and honest. People have the chance to be involved and tell us what matters.

Flexibility: We are flexible, enabling delivery of the most effective and efficient services. This means a genuine commitment to working with everyone to embrace new ways of working.

Fairness: We provide opportunities for people and communities to thrive. We will always try to treat everyone fairly and consistently.

Kindness: We will show kindness to all those we work with, putting the importance of relationships and the connections we have with one another at the heart of all interactions.

This role will work with Monmouthshire to achieve these.

In addition:

All employees are responsible for ensuring that they act at all times in a way that is consistent with Monmouthshire's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

The authority operates a Smoke Free Workplace Policy which all employees are required to abide to.



Person Specification

How will we know if you are the right person for the role? As the successful candidate you will have demonstrated:-

REQUIREMENTS	WEIGHTING HIGH / MEDIUM / LOW	HOW TESTED
1. EDUCATION/QUALIFICATION KNOWLEDGE		
1.1 Educated to GCSE standard	MEDIUM	APPLICATION FORM
1.2 Awareness of statutory duties relating to Local Authority Housing/Homelessness	MEDIUM	INTERVIEW
1.3 Must be aware of the principles of performance management in a customer focussed environment	MEDIUM	INTERVIEW
1.4 Familiar with Microsoft computer packages e.g. Word, Excel	HIGH	APPLICATION FORM
2. EXPERIENCE		
2.1 Experience working with the public in a customer services / supported or housing environment	HIGH	APPLICATION FORM/INTERVIEW
2.3 Experience of working with vulnerable clients	MEDIUM	INTERVIEW
2.4 Previous experience of dealing with landlords/housing providers	MEDIUM	INTERVIEW
2.5 Experience of working in a pressured environment	MEDIUM	APPLICATION FORM/INTERVIEW
3. COMMUNICATION / INTERPERSONAL SKILLS		
3.1 Good level of written and verbal communication skills	HIGH	APPLICATION FORM/INTERVIEW
3.2 Negotiation skills and ability to advocate on behalf of others	HIGH	APPLICATION FORM/INTERVIEW
3.3 To be clear delivering detailed advice to people in crisis	HIGH	APPLICATION FORM/INTERVIEW
3.4 To be trauma – informed	HIGH	APPLICATION FORM/INTERVIEW
4. APTITUDE AND SKILLS		



4.0	Must be friendly, approachable, empathic and customer focussed	HIGH	INTERVIEW
4.2	Good Team Player able to develop positive relationships with colleagues, managers and service users	HIGH	INTERVIEW
4.3	Ability to work under pressure and to prioritise work; deliver on strict deadlines	HIGH	APPLICATION FORM/INTERVIEW
4.4.	High level of organisational skills and be a problem solver	HIGH	APPLICATION FORM/INTERVIEW
4.5	Ability to work flexibly and adapt to change	HIGH	APPLICATION FORM/INTERVIEW
4.6	Ability to deal with the public in an understanding and empathetic manner	HIGH	APPLICATION FORM/INTERVIEW
4.7	Hold a current driving licence and have access to a car	HIGH	APPLICATION FORM
5. EQUAL OPPORTUNITIES			
5.1	Able to demonstrate commitment to Equal Opportunities principles and practice	HIGH	INTERVIEW
5.2	Welsh Speaking, or willingness to learn	MEDIUM	APPLICATION FORM

**Should you require any further information regarding this post, please contact:
Jane Oates Tel: 01291 635 681 or email janeoates@monmouthshire.gov.uk**

Closing Date: 12 Noon on 19th July 2024



Dewch i ymuno gyda'r tîm!

HYSBYSEB SWYDD

TEITL SWYDD: Swyddog Llety Tîm Opsiynau Tai

GEIRIAD HYSBYSEB:

Mae'r Tîm Llety Opsiynau Tai yn edrych am berson gofalgwr, threfnus a rhagweithiol i ymuno â'u tîm prysur. Os oes gennych ddiddordeb mewn materion digartrefedd a rheolaeth tai, ynghyd â bod yn angerddol am wasanaeth da i gwsmeriaid, gallai'r swydd hon fod ar eich cyfer chi.

CYFEIRNOD: SHS127

LLEOLIAD: Neuadd y Sir, Brynbuga/Gweithio Gartref/ Cymuned

GRADD: BAND E SCP 14-18 (£27,334 - £29,269)

ORIAU: 37 yr wythnos.

DROS DRO: Na

GWIRIAD DBS: Oes

DYDDIAD CAU: 12pm ar 19 Gorffennaf 2024

Gwybodaeth Ychwanegol

Gofynnir i chi nodi na allwn dderbyn CV

Er mwyn gwneud cais am y rôl hon, cwblhewch y ffurflen gais ar-lein sydd ar gael ar y dudalen ganlynol:

<https://www.monmouthshire.gov.uk/jobs-employment/>

Mae modd cyflwyno ceisiadau yn y Gymraeg, ac ni fydd cais a gyflwynir yn y Gymraeg yn cael ei drin yn llai ffafriol na chais a gyflwynir yn Saesneg,

Mae modd rhannu'r holl swyddi os na nodir fel arall.

Mae Cyngor Sir Fynwy yn:-

- cyflogwr cyfle cyfartal ac yn croesawu ceisiadau gan bob rhan o'r gymuned .
- cyflogwr sydd wedi ymrwymo i fod yn hyderus o ran anabledd
- cyflogwr sydd yn gyfeillgar i'r Lluoedd Arfog
- ymwybodol o Awtistiaeth ac wedi ymrwymo i ddileu unrhyw rwystrau at gyflogaeth
- ymrwymo i gefnogi pobl ifanc sydd yn gadael ein gofal i gael cyfleoedd newydd a phrofiad.



PROFFIL Y SWYDD

TEITL SWYDD: Swyddog Llety
PARHAOL

CYFEIRNOD: SHS127

GRADD: BAND E SCP 14 – SCP 18 (£27,334 - £29,269)

ORIAU: 37 yr wythnos

PATRWM GWAITH 37 awr dydd Llun i ddydd Iau 9am i 5pm, dydd Gwener 9am i 4.30pm

LLEOLIAD: Neuadd y Sir, Brynbuga / Gweithio gartref a all newid yn y dyfodol os oes angen i leoliad i gwasanaeth symud.

GWIRIAD GAN Y GWASANAETH DATGELU A GWAHARDD (DBS):

Bydd penodiad i'r swydd hon wedi ei eithrio o'r Ddeddf Adsefydlu Troseddwy ac mae'n amodol ar Wiriad Estynedig Rhestr Gwahardd Gweithio ag Oedolion

YN ATEBOL I: Uwch Swyddog Llety

ASESIAD O'R GYMRAEG:

Byddai sgiliau yn y Gymraeg yn ddymunol.

DIOGELU:

Mae Diogelu ac Amddiffyn Plant ac Oedolion yn flaenoriaethau allweddol i'r Cyngor. Ein nod yw cefnogi plant ac oedolion sydd mewn risg i fod mor ddiogel ag y gallant ac i gyflawni eu potensial. Mae holl weithwyr a gwirfoddolwyr y Cyngor yn gyfrifol am chwarae rhan yng ngwaith lles, diogelu ac amddiffyn plant ac oedolion sydd mewn risg. Bydd yr holl weithwyr a gwirfoddolwyr yn cael eu hyfforddi i'r lefel briodol o ddiogelu ac mae ganddynt ddyletswydd i gyflawni eu cyfrifoldebau personol dros ddiogelu.

Ein Diben:-

Diben y Tîm Opsiynau Tai yw atal digartrefedd lle bynnag y mae hynny'n bosibl a lle na fedrir atal digartrefedd fod y profiad yn fyr ac na chaiff ei ailadrodd. O fewn y Gwasanaeth Opsiynau Tai mae gan y Cyngor amrywiaeth o lety dros dro, llety argyfwng a thai rannu.

Anelwn bob amser weithio o fewn ysbryd Deddf Tai (Cymru) 2014.

Ymdrechwn ddarparu gwasanaeth ystyriol o drawma gyda buddiannau gorau'r cleientiaid wrth ganol yr hyn a wnawn.

Diben y Swydd hon:-

Gwaith y Swyddog Llety yw cynorthwyo Cyngor Sir Fynwy wrth reoli a chydlynu lleoliadau ar gyfer aelwydydd digartref o ddydd i ddydd ar draws ystod o lety dros dro a pharhaol. Mae'r swydd ddeinamig yn effeithiol wrth reoli darnau o lety dros dro ar draws y Sir, gan sicrhau fod preswylwyr a chontractwyr yn cydymffurfio gyda thelerau eu llety.

Disgwyliad a chanlyniadau'r swydd:-

Gostwng defnydd llety Gwely a Brechwast.

Sicrhau gostwng cyfnodau gwag llety dros dro a gosod llety o fewn y cyfnodau targed.

Cynyddu incwm i'r Adran drwy gyfathrebu cyflym gydag adrannau Budd-dal Tai. Rheoli cyfrifon rhent yn effeithol a lleihau cyfnodau gwag mewn llety dros dro, drwy flaengynllunio cadarn.

Sicrhau fod Cyngor Sir Fynwy wedi ystyried anghenion cymorth unigolion sy'n defnyddio llety yn ogystal â rheoli amgylchiadau gwarchod posibl ac unrhyw risgiau y gwyddys amdanynt o fewn llety dros dro.

Gweithio gydag ymarfer sy'n ystyriol o seicoleg a thrawma.

Eich cyfrifoldebau yw:-

1. Cynorthwyo i baratoi llety dros dro ar gyfer aelwydydd digartref i gyd-daro gyda'r dyddiad y deuant yn ddigartref.
2. Cynorthwyo gyda rheoli unigolion a gaiff eu lleoli mewn llety Gwely a Brechwast a llety dros dro. Cysylltu'n uniongyrchol gyda landlordiaid i sicrhau bod cyfathrebu da rhwng partneriaid a'r Tîm Llety.
3. Cydlynu'n rheolaidd gyda phob asiantaeth sy'n gweithio gydag unigolion mewn llety Gwely a Brechwast a llety dros dro, yn arbennig Swyddogion Opsiynau Tai a darparwyr cymorth i sicrhau dull gweithredu cydlynus at gynaliadwyedd lleoliad.
4. Bod yn rhagweithiol ac arloesol wrth ddatrys problemau sy'n digwydd gyda llety dros dro.
5. Trefnu a pherfformio y broses lofnodi yn ogystal â sicrhau y caiff yr holl waith papur a hawliau budd-daliadau perthnasol eu cwblhau.
6. Cynnal archwiliadau wythnosol ar eiddo/ystafelloedd yn holl lety'r Cyngor.
7. Paratoi a chyflwyno rhybuddion i adael pan fo angen.
8. Sefydlu a chynnal cyfrifon rhent ar gronfa ddata y Cyngor.

9. Cynorthwyo gyda chyllidebau a materion ariannol yn ymwneud â llety dros dro a llety rhannu yn defnyddio taenlenni a systemau rheoli ariannol.
10. Cynorthwyo aelwydydd gyda hawliadau am fudd-dal tai a budd-daliadau lles cyn symud i mewn i lety. Monitro cynnydd hawliadau budd-dal tai yn cynnwys cydlynu gyda'r Tîm Budd-daliadau i sicrhau y caiff taliadau prydlon eu gwneud a'u cynnal.
11. Cynorthwyo gyda gweinyddu ail-godi ar breswylwyr ac unrhyw weithdrefnau angenrheidiol eraill i adfer ôl-ddyledion cyn denantiaid.
12. Cydweithio gydag aelodau eraill o'r gwasanaeth Opsiynau Tai yn ei gyfanrwydd i sicrhau y caiff y targedau a osodwyd i ostwng y defnydd o lety gwely a brecwast eu diwallu yn barhaus.
13. Dynodi materion cymorth preswylwyr unigol a gwneud atgyfeiriadau priodol i'r gwasanaeth Cymorth Tai. Cydlynu gyda'r Darparwydd Cymorth am unrhyw faterion yn ymwneud â phreswylwyr presennol sydd mewn risg o golli eu llety.
14. Cydymffurfio gyda egwyddorion ac ymarfer cyfle cyfartal fel y'i nodir ym mholisi Cyfle Cyfartal y Cyngor.
15. Cyflawni unrhyw ddyletswyddau eraill sy'n gymesur gyda gradd y swyddog sydd eu hangen gan y Rheolwr Opsiynau Tai er mwyn sicrhau darparu gwasanaeth effeithiol, gofalgar ac ymatebol.
16. Sicrhau y cedwir cofnodion cywir a manwl yng nghyswllt y gwasanaeth Opsiynau Tai a chronfa ddata Locata a sicrhau y rhoddir gwybodaeth am gleientiaid newydd ar Locata o fewn 48 awr.
17. Sicrhau fod gwaith yn cydymffurfio gyda gofynion statudol, polisi'r Cyngor a safonau technegol a chodau ymarfer perthnasol.
18. Cadw'n gydwestad gyda deddfwriaeth ac arfer cyfredol ar dai a meysydd cysylltiedig yn cynnwys polisiau a gweithdrefnau'r Cyngor a datblygu'r gwasanaethau fel sydd angen.
19. Cydlynu atgyfeiriadau a gwaith ar y cyd gydag asiantaethau eraill i sicrhau y rhoddir cyngor a chymorth priodol i gleientiaid.
20. Defnyddio dull gweithredu ystyriol o drawma gyda chleientiaid sy'n cysylltu â'r gwasanaeth a dilyn hyfforddiant i ddatblygu sgiliau sy'n ategu'r dull hwn.
21. Bod yn hyblyg ac yn barod i gynorthwyo gyda meysydd eraill o ddarparu gwasanaeth yn ystod cyfnodau o argyfwng neu bwysau. Mynd gydag aelodau'r tîm i leoliadau llety i gynnig cymorth. Mynd i eiddo neu gwblhau llofnodi pan mae'r Uwch Swyddog Llety, y Gwasanaeth Cymorth Tai neu aelodau eraill o'r Tîm yn gofyn am gymorth.

22. Cefnogi a chyfrannu at drefniadau gweithio hyblyg a fydd yn fanteisiol i ddefnyddwyr gwasanaeth a dinasyddion (e.e. gweithio ystwyth).
23. Deall a bod yn gyfarwydd gyda pholisi'r Cyngor ar Ddiogelu a chefnogi a chyfrannu at ei ddarparu.
24. Cymryd pob cam rhesymol i sicrhau diogelwch unrhyw blentyn neu oedolyn sydd mewn risg yn gysylltiedig â gweithgaredd y Cyngor, yn cynnwys bod yn gyfarwydd gyda pholisi'r Cyngor ar Ddiogelu.
25. Cydymffurfio gydag egwyddor ac ymarfer cyfle cyfartal fel y'i nodir ym mholisi'r Cyngor ar Gyfle Chyfartal.
26. Cadw arferion gwaith diogel ar gyfer eich hun ac eraill, yn unol gyda datganiad polisi yr awdurdod ar Iechyd a Diogelwch yn y Gwaith.

Dyma'r hyn y mae modd i ni ddarparu i chi:-

- Y cyfle i ddatblygu sgiliau Cymraeg.
- Cefnogaeth tîm i ddarparu gwasanaeth effeithiol ac ymatebol.
- Cyfle ar gyfer datblygiad personol ym maes digartrefedd.
- Cyfle a chefnogaeth i ymchwilio a dilyn syniadau arloesol mewn amgylchedd sy'n newid.
- Cyfle i gael mynediad i ystod eang o hyfforddiant ar draws y sefydliad drwy Lab Talent Cyngor Sir Fynwy.

Beth arall sydd angen i chi wybod.....Ein Gwerthoedd:

Caiff ein diben ei seilio ar ymdeimlad glir o bwy ydym fel sefydliad. Disgwyliwn i'r bobl sy'n gweithio gyda ni i rannu set gref o werthoedd a disgwyliwn y bydd y rhain yn amlwg yn y ffyrdd y gweithiwn ac yr ymgysylltwn gyda'n cymunedau.

Gwaith tîm: Byddwn yn gweithio gyda chi a'ch partneriaid i gefnogi ac ysbrydoli pawb i gymryd rhan. Byddwn yn gwneud y gorau glas o'r syniadau a'r adnoddau sydd ar gael i sicrhau ein bod yn gwneud y pethau sy'n cael yr effaith fwyaf cadarnhaol ar ein pobl a'n lleoedd.

Tryloywder: Rydym yn agored ac yn onest. Mae pobl yn cael cyfle i gymryd rhan a dweud wrthym beth sy'n bwysig.

Hyblygrwydd: Rydym yn hyblyg, gan alluogi darparu'r gwasanaethau mwyaf effeithlon ac effeithiol. Mae hyn yn golygu ymrwymiad gwirioneddol i weithio gyda phawb i groesawu ffyrdd newydd o weithio.

Tegwch: Rydym yn rhoi cyfleoedd i bobl a chymunedau i ffynnu. Byddwn bob amser yn ceisio trin pawb yn deg ac yn gyson.

Caredigrwydd: Byddwn yn dangos caredigrwydd i bawb y gweithiwn gyda nhw, gan roi pwysigrwydd perthynas a'r cysylltiadau sydd gennym gyda'n gilydd wrth galon pob rhyngweithio.

A bydd y rôl hon yn gweithio gyda Sir Fynwy er mwyn cyflawni hyn.

Yn ychwanegol at hyn:

Mae'r holl weithwyr yn gyfrifol am sicrhau eu bod yn gweithredu bob amser mewn ffordd sy'n gydnaws â Pholisi Cyfle Cyfartal Sir Fynwy yn eu meysydd o gyfrifoldeb ac fel rhan o'u hymddygiad cyffredinol.

Mae Cyngor Sir Fynwy yn gweithredu polisi Dim Ymysgu yn y Gweithle ac mae disgwyl i'r holl weithwyr i gydymffurfio gyda hyn.



Manyleb Person

Sut fyddwn ni yn gwybod os mai chi yw'r person cywir ar gyfer y rôl hon? Fel yr ymgeisydd llwyddiannus, byddwch wedi arddangos y canlynol:-

GOFYNION	PWYSIAD UCHEL \ CANOLIG ISEL	SUT Y PROFWYD
1. ADDYSG/CYMWYSTERAU/ GWYBODAETH		
1.1 Addysg i safon TGAU	CANOLIG	FFURFLEN GAIS
1.2 Ymwybyddiaeth o ddyletswyddau statudol awdurdod lleol yn ymwneud â thai/digartrefedd	CANOLIG	CYFWELIAD
1.3 Gwybod am egwyddorion rheoli perfformiad mewn amgylchedd sydd â ffocws ar y cwsmer	CANOLIG	CYFWELIAD
1.4 Cyfarwydd gyda phecynnau cyfrifiadur Microsoft e.e. Word, Excel	UCHEL	FFURFLEN GAIS
2. PROFIAD		
2.1 Profiad o weithio gyda'r gwasanaeth mewn amgylchedd gwasanaeth cwsmeriaid / gyda chymorth neu dai	UCHEL	FFURFLEN GAIS/ CYFWELIAD
2.3 Profiad o weithio gyda chleientiaid agored i niwed	CANOLIG	CYFWELIAD
2.4 Profiad blaenorol o ddelio gyda landlordiaid/darparwyr tai	CANOLIG	CYFWELIAD
2.5 Profiad o weithio mewn amgylchedd dan bwysau	CANOLIG	FFURFLEN GAIS/ CYFWELIAD
4. SGILIAU CYFATHREBU/ RHYNGBERSONOL		
3.1 Lefel dda o sgiliau cyfathrebu ysgrifenedig a llafar	UCHEL	FFURFLEN GAIS/ CYFWELIAD
3.2 Sgiliau negodi a gallu i eirioli ar ran eraill	UCHEL	FFURFLEN GAIS/ CYFWELIAD
3.3 Bod yn glir wrth roi cyngor i bobl mewn argyfwng	UCHEL	FFURFLEN GAIS/ CYFWELIAD
3.4 Bod yn ystyriol o drawma	UCHEL	FFURFLEN GAIS/CYFWELIAD

4. DONIAU A SGILIAU		
4.0 Rhaid bod yn gyfeillgar, agos at bobl, empathetig a gyda ffocws ar y cwsmer	UCHEL	CYFWELIAD
4.2 Chwaraewr da o dîm a all ddatblygu perthynas gadarnhaol gyda chydweithwyr, rheolwyr a defnyddwyr gwasanaeth	UCHEL	CYFWELIAD
4.3 Gallu i weithio dan bwysau a blaenoriaethu gwaith, cadw at amserlenni llym	UCHEL	FFURFLEN GAIS/ CYFWELIAD
4.4. Lefel uchel o sgiliau trefnu a datrys problemau	UCHEL	FFURFLEN GAIS/ CYFWELIAD
4.5 Gallu i weithio'n hyblyg ac addasu i newid	UCHEL	FFURFLEN GAIS/ CYFWELIAD
4.6 Gallu i ddelio gyda'r cyhoedd mewn modd sy'n dangos dealltwriaeth ac yn empathetig	UCHEL	FFURFLEN GAIS/ CYFWELIAD
4.7 Bod â thrwydded yrru gyfredol a mynediad i gar	UCHEL	FFURFLEN GAIS
5. CYFLE CYFARTAL		
5.1 Medru dangos ymrwymiad i egwyddorion ac ymarfer cyfle cyfartal	UCHEL	CYFWELIAD
5.2 Yn medru siarad Cymraeg, neu'n fodlon dysgu.	CANOLIG	FFURFLEN GAIS

Os ydych angen unrhyw wybodaeth bellach am y rôl hon, cysylltwch os gwelwch yn dda gyda:

Jane Oates Ffôn: 01291 635681 neu e-bost janeoates@monmouthshire.gov.uk

Dyddiad Cau: 12pm ar 19 Goeffennaf 2024



monmouthshire
sir fynwy

WELSH LANGUAGE SKILLS FRAMEWORK

LEVEL 1			
<p><i>Can understand basic everyday phrases if the speaker talks slowly and clearly and is willing to help. Can introduce yourself and others and can ask and answer questions regarding basic information, e.g. individual asking to see someone, where is the xxx meeting, toilet etc. Can transfer phone calls pass on a simple message or make a straightforward request, e.g. via e-mail.</i></p>			
UNDERSTANDING	SPEAKING	READING	WRITING
<ul style="list-style-type: none"> ➤ Can understand simple questions: where is the xxx meeting, where is the toilet, who is the person they wish to see. Can understand who to transfer a phone call to etc, 	<ul style="list-style-type: none"> ➤ Can pronounce place names and personal names correctly. ➤ Can greet individuals face to face or over the phone ➤ Can open and close a conversation or open and close a meeting. 	<ul style="list-style-type: none"> ➤ Can read short sentence, e.g. basic signs, simple instructions, agenda items, simple information on forms 	<ul style="list-style-type: none"> ➤ Can open and close an e-mail or letter ➤ Can write personal names, place names, job titles ➤ Can write a simple message to a colleague on paper or e-mail, e.g. such and such has called.
LEVEL 2			
<p><i>Can understand sentences when people talk about everyday situations, e.g. simple personal and family information. Can hold a basic conversation with someone to obtain or exchange straightforward information, e.g. discuss how a person is feeling; something which has happened; simple plan for the future. Can write and read messages in letters or e-mails describing familiar issues and written in short sentences.</i></p>			
UNDERSTANDING	SPEAKING	READING	WRITING
<ul style="list-style-type: none"> ➤ Can understand when people speak slowly about everyday situations, e.g. providing personal information, talking about what they have been doing, what they would like to do, how they feel general ➤ Can understand when people ask you do something 	<ul style="list-style-type: none"> ➤ Can communicate simple information or ask common questions, e.g. to acquire information from an individual ➤ Can use Welsh to get to and emphasise with the individual but not able to conduct the entire conversation or session in Welsh ➤ Can hold a short conversation with an individual or exchange relatively straightforward information ➤ Can contribute to a meeting, but need to revert to English for specialist terms. 	<ul style="list-style-type: none"> ➤ Can read short message and certain letters or e-mails, e.g. those which make a request or ask you to pass on a message 	<ul style="list-style-type: none"> ➤ Can write a short message to a colleague asking a question, thanking her/him, explaining something, e.g. time and place of a meeting ➤ Can write a short letter or e-mail to arrange an appointment
LEVEL 3			
<p><i>Can understand the main points when an individual or colleague is talking about familiar subjects, e.g. during a conversation or small group meeting. Can hold extended conversations with fluent speakers about familiar subjects involving everyday work. Can describe experiences and events and provide concise explanations and reasons for opinions and plans. Can read articles, letters or e-mails about general subjects. Can write letters or e-mails about most subjects, e.g. requesting something; providing information; inviting somebody or organising an event.</i></p>			

UNDERSTANDING	SPEAKING	READING	WRITING
<ul style="list-style-type: none"> ➤ Can understand individuals and colleagues when exchanging information or discussing plans, if the subject is familiar. ➤ Can understand a discussion at a meeting if the subject is familiar. ➤ Can understand individuals and colleagues in a familiar situation or in everyday conversation. 	<ul style="list-style-type: none"> ➤ Can take part in most conversations with colleagues about work and plans if the vocabulary is not too technical. ➤ Can hold a conversation with an individual or exchanging relatively straightforward information. ➤ Can contribute to a meeting but need to revert to English for specialist terms. ➤ Can adapt the style of language to suit the audience. 	<ul style="list-style-type: none"> ➤ Can understand most e-mail messages or letters concerning day to day work. ➤ Can guess the meaning of a word based on context if the subject is familiar. ➤ Can read a simple, straightforward article in a newspaper or magazine types of written material. 	<ul style="list-style-type: none"> ➤ Can write a letter or e-mail to an individual, or colleague about most topics in order to request something; provide an explanation; describe an experience or situation; invite people or organise an event. ➤ Can write relatively accurately when drafting a short information leaflet or poster in Welsh as required.

LEVEL 4

Can usually follow most conversations or discussions, even on unfamiliar topics, Can talk confidently with fluent speakers about familiar subjects relating to work, and can express an opinion, take part in discussion, and talk extensively about general topics, e.g. in meetings or one-to-one situations with individuals. Can understand most correspondence, newspaper articles and reports intended for fluent speakers with the aid of Welsh language resources and can scan long texts to find details. Can complete forms and write reports relating to work and respond accurately.

UNDERSTANDING	SPEAKING	READING	WRITING
<ul style="list-style-type: none"> ➤ Can follow most conversations and discussions with individuals or colleagues even if the subject matter is unfamiliar. 	<ul style="list-style-type: none"> ➤ Can contribute effectively to internal and external meetings in a work context. ➤ Can converse comfortably with individuals and exchange information as required. ➤ Can argue for and against a specific case. ➤ Can chair meetings and answer questions from the chair confidently. 	<ul style="list-style-type: none"> ➤ Can read most correspondence and scan long texts to find details. ➤ Can understand most newspaper articles and reports with the aid of a dictionary. ➤ Can understand texts, unless written in a very formal or colloquial form. 	<ul style="list-style-type: none"> ➤ Can produce correspondence of all types, short reports, documents and literature with support of Welsh language translation aids eg. Cysgeir, cysill.

LEVEL 5

Can understand everything that is being said. Can talk extensively about complex issues, presenting difficult information and can facilitate and summarise extended or complex discussions. Can summarise information from different sources (orally and in writing) and present it in a coherent way. Can express themselves spontaneously, fluently and in detail, adapting the language to suit the audience.

UNDERSTANDING	SPEAKING	READING	WRITING
<ul style="list-style-type: none"> ➤ Can follow all conversations and discussions with individuals or colleagues. ➤ Can understand the ambiguity and nuance of language. 	<ul style="list-style-type: none"> ➤ Can express yourself fully in detail, even when discussing complex issues. ➤ Can adapt the style and register of your language to suit the audience. 	<ul style="list-style-type: none"> ➤ Can read and understand almost all written texts without difficulty, referring to a dictionary occasionally. ➤ Can read long texts to find relevant details and can understand most types of written material. 	<ul style="list-style-type: none"> ➤ Can write reports in a clear style appropriate to the reader with the support of electronic language aids. ➤ Can write formal or informal Welsh as required. ➤ Can write a range of documents accurately and with confidence.

FFRAMWAITH SGILIAU YN Y GYMRAEG

LEFEL 1

Gall ddeall ymadroddion sylfaenol bob dydd os yw'r siaradwr yn siarad yn araf ac yn glir ac yn fodlon helpu. Gall gyflwyno ei hunan ac eraill a gall ofyn ac ateb cwestiynau am wybodaeth sylfaenol e.e. unigolyn yn gofyn am weld rhywun, ble mae cyfarfod xxx, toiled ac yn y blaen. Gall drosglwyddo galwadau ffôn, cyfleu neges fer neu wneud cais syml e.e. drwy e-bost.

DEALL	SIARAD	DARLLEN	YSGRIFENNU
<ul style="list-style-type: none"> ➤ Gall ddeall cwestiynau syml: lle mae cyfarfod xxx, pwy yw'r person y dymunant ei weld. Gall ddeall i bwy i drosglwyddo galwad ffôn ac yn y blaen. 	<ul style="list-style-type: none"> ➤ Gall ynganu enwau lleoedd ac enwau personol yn gywir. ➤ Gall gyfarch unigolion wyneb yn wyneb neu dros y ffôn. ➤ Gall agor a chau sgwrs neu agor a chau cyfarfod. 	<ul style="list-style-type: none"> ➤ Gall ddarllen brawddeg fer, e.e. arwyddion syml, cyfarwyddiadau syml, eitemau agenda, gwybodaeth syml ar ffurflenni. 	<ul style="list-style-type: none"> ➤ Gall agor a chau neges e-bost neu lythyr. ➤ Gall ysgrifennu enwau personol, enwau lleoedd, teitlau swyddi. ➤ Gall ysgrifennu neges syml i gydweithiwr ar bapur neu e-bost e.e. mae hwn a hon wedi galw.

LEFEL 2

Gall ddeall brawddegau pan mae pobl yn siarad am sefyllfaoedd bob dydd, e.e. gwybodaeth bersonol a theuluol syml. Gall gynnal sgwrs sylfaenol gyda rhywun i gael neu gyfnewid gwybodaeth syml, e.e. trafod sut mae person yn teimlo; rhywbeth a ddigwyddodd; cynllun syml ar gyfer y dyfodol. Gall ysgrifennu a deall negeseuon mewn llythyrau neu negeseuon e-bost yn disgrifio materion cyfarwydd ac ysgrifennu mewn brawddegau byr.

DEALL	SIARAD	DARLLEN	YSGRIFENNU
<ul style="list-style-type: none"> ➤ Gall ddeall pan mae pobl yn siarad yn araf am sefyllfaoedd bob dydd e.e. rhoi gwybodaeth bersonol, siarad am beth fuont yn ei wneud, yr hyn yr hoffent ei wneud, sut y teimlant yn gyffredinol ➤ Gall ddeall pan mae pobl yn gofyn iddynt wneud rhywbeth 	<ul style="list-style-type: none"> ➤ Gall gyfathrebu gwybodaeth syml neu ofyn cwestiynau cyffredin, e.e. cael gwybodaeth gan unigolion. ➤ Gall ddefnyddio'r Gymraeg i gyrraedd a dangos empathi gydag unigolyn ond dim i gynnal yr holl sgwrs neu sesiwn yn y Gymraeg. ➤ Gall gynnal sgwrs fer gydag unigolyn neu gyfnewid gwybodaeth cymharol syml. ➤ Gall gyfrannu at gyfarfod ond bydd angen troi i'r Saesneg ar gyfer termau arbenigol. 	<ul style="list-style-type: none"> ➤ Gall ddarllen negeseuon byr a rhai llythyrau neu negeseuon e-bost, e.e. rhai sy'n gwneud cais neu'n gofyn am gyfleu neges 	<ul style="list-style-type: none"> ➤ Gall ysgrifennu neges fer at gydweithiwr yn gofyn cwestiwn, yn diolch iddo/iddi, esbonio rhywbeth e.e. amser a lle cyfarfod ➤ Gall ysgrifennu llythyr neu neges e-bost byr i drefnu apwyntiad

LEFEL 3

Gall ddeall y prif bwyntiau pan mae unigolyn neu gydweithiwr yn siarad am bynciau cyfarwydd e.e. yn ystod sgwrs neu gyfarfod grŵp bach. Gall gynnal sgwrsiau estynedig gyda siaradwyr rhugl am bynciau cyfarwydd yn ymwneud â gwaith bob dydd. Gall ddisgrifio profiadau a digwyddiadau a rhoi esboniadau am a rhesymau cryno am farnau a chynlluniau. Gall ddarllen erthyglau, llythyrau neu negeseuon e-bost am bynciau cyffredinol. Gall ysgrifennu llythyrau neu negeseuon e-bost am y rhan fwyaf o bynciau, e.e. yn gofyn am rywbeth; rhoi gwybodaeth; gwahodd rhywun neu drefnu digwyddiad.

DEALL	SIARAD	DARLLEN	YSGRIFENNU
<ul style="list-style-type: none"> ➤ Gall ddeall unigolion a chydweithwyr wrth gyfnewid gwybodaeth neu drafod cynlluniau, os yw'r pwnc yn gyfarwydd. ➤ Gall ddeall trafodaeth mewn cyfarfod os yw'r pwnc yn gyfarwydd. ➤ Gall ddeall unigolion a chydweithwyr mewn sefyllfa gyfarwydd neu mewn sgwrs bob dydd. 	<ul style="list-style-type: none"> ➤ Gall gymryd rhan yn y rhan fwyaf o sgwrsiau gyda chydweithwyr am waith a chynlluniau os nad yw'r eirfa yn rhy dechnegol. ➤ Gall gynnal sgwrs gydag unigolyn neu gyfnewid gwybodaeth cymharol syml. ➤ Gall gyfrannu at gyfarfod ond gall fod angen troi i'r Saesneg am dermau arbenigol. 	<ul style="list-style-type: none"> ➤ Gall ddeall y rhan fwyaf o negeseuon e-bost neu lythyrau'n ymwneud â gwaith dydd i ddydd. ➤ Gall ddyfalu ystyr gair yn seiliedig ar gyddestun os yw'r pwnc yn gyfarwydd. ➤ Gall ddarllen erthygl syml a rhwydd mewn papurau newydd neu fathau o ddeunydd ysgrifenedig mewn cylchgrawn. 	<ul style="list-style-type: none"> ➤ Gall ysgrifennu llythyr neu neges e-bost at unigolyn neu gydweithiwr am y rhan fwyaf o bynciau er mwyn gofyn am rywbeth; rhoi esboniad; disgrifio profiad neu sefyllfa; gwahodd pobl neu drefnu digwyddiad.



➤ Gall addasu cywair iaith i weddu i'r gynulleidfa.

LEFEL 4

Gall fel arfer ddilyn y rhan fwyaf o sgysiau neu drafodaethau, hyd yn oed ar bynciau anghyfarwydd. Gall siarad yn hyderus gyda siaradwyr rhugl am bynciau cyfarwydd yn ymwneud â gwaith, a mynegi barn, cymryd rhan mewn trafodaeth a siarad yn helaeth am bynciau cyffredinol e.e. mewn cyfarfodydd neu sefyllfaoedd un-i-un gydag unigolion. Gall ddeall y rhan fwyaf o ohebiaeth, erthyglau papur newydd ac adroddiadau a fwriedir ar gyfer siaradwyr rhugl gyda chymorth adnoddau Cymraeg a gall fwrw golwg dros destunau hir i ganfod manylion. Gall lenwi ffurflenni ac ysgrifennu adroddiadau'n ymwneud â gwaith ac ymateb yn gywir.

DEALL	SIARAD	DARLLEN	YSGRIFENNU
<ul style="list-style-type: none"> ➤ Gall ddilyn y rhan fwyaf o sgysiau a thrafodaethau gydag unigolion neu gydweithwyr hyd yn oed os yw'r deunydd pwnc yn anghyfarwydd. 	<ul style="list-style-type: none"> ➤ Gall gyfrannu'n effeithlon at gyfarfodydd mewnol ac allanol mewn cyd-destun gwaith. ➤ Gall sgwrsio'n gysurus gydag unigolion a chyfnewid gwybodaeth fel sydd angen. ➤ Gall ddadlau dros ac yn erbyn achos penodol. ➤ Gall gadeirio cyfarfodydd ac ateb cwestiynau o'r gadair yn hyderus. 	<ul style="list-style-type: none"> ➤ Gall ddarllen y rhan fwyaf ohebiaeth a bwrw golwg ar destunau hir i ganfod manylion. ➤ Gall ddeall y rhan fwyaf o erthyglau ac adroddiadau papur newydd gyda chymorth geiriadur. ➤ Gall ddeall testunau, os na ysgrifennwyd mewn dull ffurfiol iawn neu dafodieithol. 	<ul style="list-style-type: none"> ➤ Gall gynhyrchu gohebiaeth o bob math, adroddiadau byr, dogfennau a llenyddiaeth gyda chymorth offer cyfieithu Cymraeg e.e. Cysgair, Cysill.

LEFEL 5

Gall ddeall popeth a gaiff ei ddweud. Gall siarad yn helaeth am faterion cymhleth, gan gyflwyno gwybodaeth anodd a gall hwyluso a chrynhoi trafodaethau estynedig neu gymhleth. Gall grynhoi gwybodaeth o wahanol ffynonellau (yn llafar ac yn ysgrifenedig) a'i chyflwyno mewn modd cydlynus. Gall fynegi ei hunan yn fyrfyr, rhugl ac yn fanwl, gan addasu'r iaith i weddu i'r gynulleidfa.

DEALL	SIARAD	DARLLEN	YSGRIFENNU
<ul style="list-style-type: none"> ➤ Gall ddilyn pob sgwrs a thrafodaeth gydag unigolion neu gydweithwyr. ➤ Gall ddeall amwysedd a naws iaith. 	<ul style="list-style-type: none"> ➤ Gall fynegi ei hunan yn fanwl, hyd yn oed wrth drafod materion cymhleth ➤ Gall addasu arddull a chywair yr iaith i weddu i'r gynulleidfa. 	<ul style="list-style-type: none"> ➤ Gall ddarllen a deall bron bob testun ysgrifenedig heb anhawster, gan ddefnyddio geiriadur yn achlysurol. ➤ Gall ddarllen testunau hir i ganfod manylion perthnasol a gall ddeall y rhan fwyaf o fathau o ddeunydd ysgrifenedig. 	<ul style="list-style-type: none"> ➤ Gall ysgrifennu adroddiadau mewn arddull glir addas i'r darlennydd gyda chefnogaeth offer cymorth iaith electronig. ➤ Gall ysgrifennu Cymraeg ffurfiol neu anffurfiol yn ôl yr angen. ➤ Gall ysgrifennu ystod o ddogfennau yn gywir ac yn hyderus.