# JOB DESCRIPTION

**CARDIFF AND VALE UNIVERSITY HEALTH BOARD**

09214

#### JOB DETAILS

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| Job Title: | Administration Manager |
| **Pay Band:** | 5 |
| **Department:** |  |
| **Directorate:** |  |
| **Clinical Board:** |  |
| **Base:** |  |

#### ORGANISATIONAL ARRANGEMENTS

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| **Managerially Accountable to:** |  |
| **Reports to:** |  |
| **Professionally Responsible to:** |  |

Our Values: ‘*CARING FOR PEOPLE; KEEPING PEOPLE WELL’*

Cardiff and Vale University Health Board has an important job to do. What we do matters because it’s our job to care for people and keep them well. We all want to do this to the best of our abilities – but we know that good intentions are not always enough.

At Cardiff and Vale University Health Board our values and example behaviours are:

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| We care about the people we serve *and* the people we work with | Treat people as you would like to be treated and always with **compassion** |
| We trust and respect one another | Look for **feedback** from others on how you are doing and strive for **better** ways of doing things |
| We take personal responsibility | Be **enthusiastic** and take responsibility for what you do. |
| We treat people with kindness | **Thank** people, celebrate success and when things go wrong ask ‘what can I learn’? |
| We act with integrity | Never let structures get in the way of doing the **right thing.** |

Our values guide the way we work and the way we behave with others. Post holders will be expected at all times to behave in accordance with our values demonstrating commitment to the delivery of high quality services to patients.

**JOB SUMMARY/JOB PURPOSE**

The post holder will be required to manage administrative functions within the service including the line management of all Admin support staff in the department. The post holder leads the organisation, delivery and development of the administrative service to support the service.

The post holder prioritises his/her own workload, including long-term tasks in support of the Service. Required to work without immediate referral to the Directorate Manager, expected to use own initiative and to problem solve.

The post holder will also support the Directorate Manager in performing designated activities and tasks that contribute to service objectives.

DUTIES AND RESPONSIBILITIES

Service Administration Manager

1. Line management of staff performing administrative functions within the service. Responsibility for the standards of work of all A&C staff and ensuring compliance with relevant Departmental and UHB policies. Review performance and sickness levels, conduct personal development review and deal with any grievances/disciplinary issues.
2. Advise the Directorate Manager on development of the administrative function and interrelationship with clinical work, liaising with clinical staff where appropriate. In particular, identify measures to release clinical staff time.
3. Undertake audits/surveys of the support service. Identify, initiate and implement improvements to administrative functions within the service. Take a strategic view of the effects of service development on administrative staff resources. Advise the Directorate Manager as appropriate.
4. Collate, produce and present statistical departmental information on a monthly basis and within agreed deadlines using appropriate IT skills for national, and local service performance measures – including waiting times. Liaising with senior staff and colleagues external to
5. Attend relevant meetings, representing the department and negotiate on behalf of the staff group. Communicate progress/outcome of meetings to senior staff group or advise others accordingly. Attend department meetings and take accurate notes for distribution.
6. Assist the Directorate Manager in developing and maintaining effective communication within the service. Initiate the development and introduction of measures to improve communication with particular responsibility for administrative staff and functions.
7. Deal with enquiries and potential complaints from patients/ carers and professionals and ensure their resolution when not achieved by more junior staff, obtaining advice from Clinicians as required. Advise senior staff team of any necessary issues.
8. Assist the senior staff team with the delivery of an effective and efficient genetics service and contribute to service improvements. To include initiates and Departmental objectives.
9. Responsible for recruitment of A&C staff. This includes developing the job advertisement, job description and personal specification, short listing and interviewing applicants.
10. Plan, arrange and conduct Departmental Induction Procedure for all new starters. Set up and maintain personnel files for all members of staff.
11. Arrange all members of staff to attend the relevant courses e.g. Induction, and to ensure all staff attend the yearly mandatory training updates as appropriate.
12. Responsible for the planning and delivery of in-house training of administrative and clerical staff, and other staff as required. Meeting identified training needs, planning delivery within/outside department.
13. Arrange and lead regular Administration Team meetings, ensuring effective communication in between meetings. Provide ongoing support to A&C staff and represent Administration Team at local Senior Staff Meetings.
14. Assist in the administration of the recruitment of clinical staff. This includes submitting recruitment materials to the Recruitment Department and arranging short listing and interview dates.
15. Purchasing of departmental supplies/office equipment using Oracle.
16. Maintain copies of Departmental Policies and procedures, monitoring and ensuring compliant with the non clinical elements. Produce policies for admin/non clinical elements of genetics and provide assistance with clinical policy development.
17. Investigate and provide support to the Directorate Manager on receipt of written complaints relating to A&C staff.
18. Complete staff returns with details of all sickness absences, special leave and submit to the Payroll Department each month.
19. Oversee the planning of clinical activity and diary programming to help ensure the efficient use of resources. Liaise with colleagues across the UHB to maintain effective communication to coordinate programming across the service and otherwise improve such planning.
20. Provide a comprehensive and efficient secretarial service including: diary management, arrangement of meetings, liaising with others internal and external to the Health Board, preparation of routine returns and expenditure claims.
21. Manage enquiries and acquire information, including through thorough investigation with others internal and external to the Health Board.
22. Taking and preparing formal minutes of meeting.
23. Responsible for recording and processing admin staff study leave applications, following departmental procedure.
24. Responsible for recording all admin staff sickness absences and arranging cover where necessary
25. Check A&C staff timesheets, ensuring working hours are met and that any time owed to staff is taken in accordance to the needs of the service.
26. Process annual leave requests from A&C staff, ensuring appropriate cover.
27. Record Information Technology (IT) problems on Department’s IT Job Lists, following notification from Staff. Pursue and monitor progress, negotiate with IT Department where necessary.
28. Responsible for maintaining the department’s photocopier.
29. General office duties including processing of incoming/outgoing mail, faxing, photocopying and filing. Includes processing donations received and auctioned appropriately.
30. Lead administrative support for clinical audit activities
31. Ensure safe working environment for admin support staff, reporting any difficulties to the to the department’s Risk Assessors.

**GENERAL**

* **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the UHB individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.
* **Competence:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
* **Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records, as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left the UHB.   The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
* **Records Management**:  The post holder has a legal responsibility to create, maintain, store and destroy records and other UHB information handled as part of their work within the UHB in line with operating procedures and training. This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer.   The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
* **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to service users.
* **Health & Safety:** The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with. It is the post holder’s personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
* **Risk Management:** The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
* **Safeguarding Children and Adults**: The UHB is committed to safeguarding children and adults therefore all staff must attend the Safeguarding Children and Adults training.
* **Infection Control:** The UHB is committed to meet its obligations to minimise infection. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate non-compliance by colleagues, and to attend training in infection control provided by the UHB.
* **Registered Health Professionals:** Allemployees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.
* **Healthcare Support Workers:** The All Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
* **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention
* **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital based service can be accessed by telephoning 02920 743582 or for a community based service, Stop Smoking Wales can be contacted on 0800 0852219
* **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying because of someone’s ’protected characteristics’. These protected characteristics are:  age, religion, sexual orientation, belief or non-belief, sex, disability, race, gender identity, pregnancy and maternity, marriage and civil partnerships. The line manager and post holder will be responsible for promoting diversity and equity of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with, whether they are patients, family/carer, visitors or colleague. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting people’s human rights as part of your everyday practice.
* **Dignity at Work:** The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.
* **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the current UHB Welsh Language Standards and take every opportunity to promote the Welsh language in their dealings with the public. The UHB also encourages employees to use their available Welsh language skills
* **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

Date Prepared:

Prepared By:

Date Reviewed:

Reviewed By:

**PERSON SPECIFICATION**

**CARDIFF AND VALE UNIVERSITY HEALTH BOARD**

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| --- | --- | --- | --- |
| **Job Title:** | Administration Manager | **Department:** |  |
| **Band:** | Band 5 | **Clinical Board:** |  |
| **Base:** |  |  |  |
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|  | **ESSENTIAL** | **DESIRABLE** | **METHOD OF ASSESSMENT** |
| **QUALIFICATIONS** | Good standard of education  RSA Stage 3 typewriting/word processing  Educated to degree level with or relevant experience  ECDL | AMSPAR  Evidence of recent management skills development  NVQ Level 3 in Business Administration | Application Form  Certificate Check  Registration Card – Nurse/AHP |

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| **EXPERIENCE** | Previous secretarial experience  Experience of responsibility for aspects of administration of team duties (staff attendance, supervision, PADR)  Knowledge of Microsoft Office  Previous experience of a busy administrative environment  Experience of working with sensitive clinical information and following confidentiality rules and policies | Experience of HR processes and recruitment  Experience of managing difficult situations  Experience of budget management | Application Form  Interview  References |
| **SKILLS** | Familiarity with word processing, spreadsheet and database software  Excellent communication, interpersonal, and organisational skills including the ability to support distressed or emotional staff members  Good organisational skills  Good keyboard skills  Problem-solving skills and good use of judgement  Ability to encompass the role of Manager of Administration Team using independent judgement and analytical skills and have an in-depth understanding of the procedures and practices.  Ability to work under pressure and to tight deadlines.  Ability to attend meetings and experience of minute taking. | Ability to take accurate and concise meeting minutes  Confident in all aspects of office practice | Application Form  Interview  References |
| **SPECIAL KNOWLEDGE** | Understanding of confidentiality issues  Knowledge and understanding of secretarial procedures  Knowledge of word processing, spreadsheet and presentation packages | Knowledge of hospital systems | Application Form  Interview  References |
| **PERSONAL QUALITIES**  (*Demonstrable*) | Confident manner, reliable  Able to communicate effectively with all people  Able to work to deadlines and pay attention to detail  Able to prioritise and manage own workload  Ability to maintain confidentiality  Flexible approach to the needs of service.  Ability to work in a team  Ability to work efficiently and accurately  Enthusiastic and reliable  A good ‘telephone manner’  Friendly, good communicator | Ability to work reliably and accurately to deadlines  Willingness to learn  Ability to communicate Welsh | Application Form  Interview  References |
| **OTHER**  (*Please Specify*) | Flexible approach to work. | An understanding of the importance of health and safety at work. | Interview  Document Check\* |

# DISGRIFIAD SWYDD

**BWRDD IECHYD PRIFYSGOL CAERDYDD A'R FRO**

09214

#### MANYLION Y SWYDD

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| Teitl y Swydd: | Rheolwr Gweinyddol |
| **Band Cyflog:** | 5 |
| **Adran:** |  |
| **Cyfarwyddiaeth:** |  |
| **Bwrdd Clinigol:** |  |
| **Prif Leoliad Gwaith:** |  |

#### TREFNIADAU SEFYDLIADOL

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| **Yn Rheolaethol Atebol i:** |  |
| **Yn Adrodd i:** |  |
| **Yn Broffesiynol Atebol i:** |  |

Ein Gwerthoedd: *‘GOFALU AM BOBL; CADW POBL YN IACH’*

Mae gan Fwrdd Iechyd Prifysgol Caerdydd a’r Fro waith pwysig i’w wneud. Mae’r hyn rydym yn ei wneud yn bwysig oherwydd mai ein gwaith yw gofalu am bobl a’u cadw’n iach. Rydym i gyd eisiau gwneud hyn hyd eithaf ein gallu – ond rydym yn gwybod nad yw bwriad da bob tro yn ddigon.

Ym Mwrdd Iechyd Prifysgol Caerdydd a’r Fro, ein gwerthoedd a’r ymddygiad enghreifftiol yw:

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| Mae’r bobl rydym yn eu gwasanaethu *a’r* bobl rydym yn gweithio gyda nhw yn bwysig i ni | Cofiwch drin pobl fel yr hoffem ni gael ein trin a chyda **thosturi** bob tro |
| Rydym yn ymddiried yn ein gilydd ac yn parchu ein gilydd | Ceisiwch **adborth** gan eraill ynghylch sut rydych chi’n dod ymlaen a chwiliwch am ffyrdd **gwell** o wneud pethau |
| Rydym yn cymryd cyfrifoldeb personol | Byddwch yn **frwdfrydig** a chymerwch gyfrifoldeb dros yr hyn rydych yn ei wneud. |
| Rydym yn trin pobl â charedigrwydd | Cofiwch **ddiolch** i bobl a dathlu llwyddiant a phan aiff rhywbeth o’i le, gofynnwch ‘beth gallaf ei ddysgu?’ |
| Rydym yn gweithredu â gonestrwydd | Peidiwch byth â gadael i strwythurau eich rhwystro rhag gwneud y **peth iawn**. |

Mae ein gwerthoedd yn arwain sut rydym yn gweithio a sut rydym yn ymddwyn gydag eraill. Bydd disgwyl i ddeiliaid swydd ymddwyn yn unol â’n gwerthoedd bob amser a dangos ymrwymiad i ddarparu gwasanaethau o safon uchel i gleifion.

**CRYNODEB O’R SWYDD/DIBEN Y SWYDD**

Bydd gofyn i ddeiliad y swydd reoli swyddogaethau gweinyddol o fewn y gwasanaeth gan gynnwys rheoli llinell holl staff cymorth Gweinyddol yr adran. Mae deiliad y swydd yn arwain y gwaith o drefnu, darparu a datblygu'r gwasanaeth gweinyddol i gefnogi'r gwasanaeth.

Mae deiliad y swydd yn blaenoriaethu ei lwyth gwaith ei hun, gan gynnwys tasgau hirdymor i gefnogi'r Gwasanaeth. Mae'n ofynnol i weithio heb gyfeirio ar unwaith at y Rheolwr Cyfarwyddiaeth, disgwylir iddo ddefnyddio ei fenter ei hun a datrys problemau.

Bydd deiliad y swydd hefyd yn cefnogi Rheolwr y Gyfarwyddiaeth wrth berfformio gweithgareddau a thasgau dynodedig sy'n cyfrannu at amcanion gwasanaeth.

DYLETSWYDDAU A CHYFRIFOLDEBAU

Rheolwr Gweinyddol y Gwasanaeth

1. Rheolaeth linell o staff sy'n cyflawni swyddogaethau gweinyddol o fewn y gwasanaeth. Cyfrifoldeb am safonau gwaith yr holl Staff Gweinyddol a Chlerigol a sicrhau cydymffurfiaeth â pholisïau Adrannol a Bwrdd Iechyd Prifysgol perthnasol. Adolygu lefelau perfformiad a salwch, cynnal adolygiad datblygiad personol a delio ag unrhyw gwynion/materion disgyblu.
2. Cynghori Rheolwr y Gyfarwyddiaeth ar ddatblygu'r swyddogaeth weinyddol a rhyng-gydberthynas â gwaith clinigol, gan gysylltu â staff clinigol lle bo hynny'n briodol. Yn benodol, nodi mesurau i ryddhau amser staff clinigol.
3. Cynnal archwiliadau/arolygon ar y gwasanaeth cymorth. Nodi, cychwyn a gweithredu gwelliannau i swyddogaethau gweinyddol o fewn y gwasanaeth. Cymryd golwg strategol ar effeithiau datblygu gwasanaethau ar adnoddau staff gweinyddol. Cynghori Rheolwr y Gyfarwyddiaeth fel y bo'n briodol.
4. Coladu, cynhyrchu a chyflwyno gwybodaeth adrannol ystadegol yn fisol ac o fewn terfynau amser y cytunwyd arnynt gan ddefnyddio sgiliau TG priodol ar gyfer mesurau perfformiad cenedlaethol, a gwasanaethau lleol – gan gynnwys amseroedd aros. Cysylltu ag uwch staff a chydweithwyr yn allanol i’r gwasanaeth
5. Mynychu cyfarfodydd perthnasol, cynrychioli'r adran a thrafod ar ran y grŵp staff. Cyfleu cynnydd/canlyniadau cyfarfodydd i uwch grŵp staff neu gynghori eraill yn unol â hynny. Mynychu cyfarfodydd yr adran a chymryd nodiadau cywir i'w dosbarthu.
6. Cynorthwyo'r Rheolwr Cyfarwyddiaeth i ddatblygu a chynnal cyfathrebu effeithiol o fewn y gwasanaeth. Cychwyn datblygu a chyflwyno mesurau i wella cyfathrebu gyda chyfrifoldeb penodol am y staff a’r swyddogaethau gweinyddol.
7. Delio ag ymholiadau a chwynion posibl gan gleifion/ gofalwyr a gweithwyr proffesiynol a sicrhau eu bod yn cael eu datrys pan na chânt eu cyflawni gan staff iau, gan gael cyngor gan Glinigwyr yn ôl y gofyn. Rhoi gwybod i uwch dîm staff am unrhyw faterion angenrheidiol.
8. Cynorthwyo'r tîm staff uwch gyda darparu gwasanaeth geneteg effeithiol ac effeithlon a chyfrannu at welliannau i'r gwasanaeth. Cynnwys cychwyn mentrau ac amcanion Adrannol.
9. Cyfrifol am recriwtio staff Gweinyddol a Chlerigol. Mae hyn yn cynnwys datblygu'r hysbyseb swydd, y disgrifiad swydd a’r fanyleb person, llunio’r rhestrau byr a chyfweld ag ymgeiswyr.
10. Cynllunio, trefnu a chynnal Gweithdrefn Sefydlu Adrannol ar gyfer pob dechreuwr newydd. Sefydlu a chynnal ffeiliau personél ar gyfer pob aelod o staff.
11. Trefnu pob aelod o staff i fynychu'r cyrsiau perthnasol e.e. sefydlu, ac i sicrhau bod pob aelod o staff yn mynychu'r diweddariadau hyfforddiant gorfodol blynyddol fel y bo'n briodol.
12. Cyfrifol am gynllunio a darparu hyfforddiant mewnol i staff gweinyddol a chlerigol, a staff eraill yn ôl y gofyn. Bodloni anghenion hyfforddi a nodir, cynllunio darpariaeth o fewn/y tu allan i'r adran.
13. Trefnu ac arwain cyfarfodydd rheolaidd y Tîm Gweinyddu, gan sicrhau cyfathrebu effeithiol rhwng cyfarfodydd. Darparu cymorth parhaus i staff Gweinyddol a Chlerigol a chynrychioli'r Tîm Gweinyddu mewn Cyfarfodydd Staff Uwch lleol.
14. Helpu i weinyddu recriwtio staff clinigol. Mae hyn yn cynnwys cyflwyno deunyddiau recriwtio i'r Adran Recriwtio a threfnu rhestru byr a dyddiadau cyfweld.
15. Prynu cyflenwadau adrannol/offer swyddfa gan ddefnyddio Oracle.
16. Cynnal copïau o Bolisïau a gweithdrefnau Adrannol, monitro a sicrhau eu bod yn cydymffurfio â'r elfennau anghlinigol. Cynhyrchu polisïau ar gyfer elfennau gweinyddol/anghlinigol geneteg a chynorthwyo â datblygu polisi clinigol.
17. Ymchwilio a rhoi cymorth Reolwr y Gyfarwyddiaeth ar ôl derbyn cwynion ysgrifenedig yn ymwneud â staff Gweinyddol a Chlerigol.
18. Mae staff cyflawn yn dychwelyd gyda manylion yr holl absenoldebau salwch, absenoldeb arbennig a'u cyflwyno i'r Adran Gyflogres bob mis.
19. Goruchwylio'r gwaith o gynllunio gweithgarwch clinigol a threfnu’r dyddiadur i helpu i sicrhau bod adnoddau'n cael eu defnyddio'n effeithlon. Cysylltu â chydweithwyr ar draws y BIP i gynnal cyfathrebu effeithiol i gydgysylltu rhaglennu ar draws y gwasanaeth ac fel arall i wella cynllunio o'r fath.
20. Darparu gwasanaeth ysgrifenyddol cynhwysfawr ac effeithlon gan gynnwys: rheoli dyddiadur, trefnu cyfarfodydd, cysylltu ag eraill yn fewnol a’r tu allan i'r Bwrdd Iechyd, paratoi ffurflenni rheolaidd a hawliadau gwariant.
21. Rheoli ymholiadau a chael gwybodaeth, gan gynnwys drwy ymchwilio'n drylwyr gydag eraill yn fewnol a’r tu allan i'r Bwrdd Iechyd.
22. Cymryd a pharatoi cofnodion ffurfiol o gyfarfodydd.
23. Cyfrifol am gofnodi a phrosesu ceisiadau absenoldeb astudio staff gweinyddol, yn dilyn gweithdrefn adrannol.
24. Cyfrifol am gofnodi absenoldebau salwch yr holl staff gweinyddol a threfnu yswiriant lle bo angen
25. Gwirio taflenni amser staff Gweinyddol a Chlerigol, gan sicrhau bod oriau gwaith yn cael eu bodloni a bod unrhyw amser sy'n ddyledus i staff yn cael ei gymryd yn unol ag anghenion y gwasanaeth.
26. Prosesu ceisiadau gwyliau blynyddol gan staff Gweinyddol a Chlerigol gan sicrhau cyflenwi priodol.
27. Cofnodi problemau Technoleg Gwybodaeth (TG) ar Restr Waith TG yr Adran, yn dilyn hysbysiad gan Staff. Dilyn a monitro cynnydd, trafod gyda'r Adran TG lle bo angen.
28. Cyfrifol am gynnal llungopïwr yr adran.
29. Dyletswyddau swyddfa cyffredinol gan gynnwys prosesu post sy'n dod i mewn/mynd allan, ffacsio, llungopïo a ffeilio. Yn cynnwys prosesu rhoddion a dderbynnir ac a arwerthir yn briodol.
30. Cymorth gweinyddol arweiniol ar gyfer gweithgareddau archwilio clinigol
31. Sicrhau amgylchedd gwaith diogel i staff cymorth gweinyddol, gan roi gwybod am unrhyw anawsterau i Aseswyr Risg yr adran.

**CYFFREDINOL**

* **Adolygiadau Perfformiad/Gofynion Perfformiad:** Bydd disgwyl i ddeiliad y swydd gymryd rhan ym mhroses adolygiadau perfformiad blynyddol y BIP ac, fel rhan o’r broses hon, gytuno ar Gynllun Datblygu Personol blynyddol gydag amcanion clir a chymorth sefydliadol a nodir.
* **Cymhwysedd:**  Ni ddylai deiliad y swydd weithio’r tu allan i lefel ddiffiniedig ei gymhwyster. Os oes gan ddeiliad y swydd bryderon ynghylch hyn, dylai eu trafod â’i reolwr yn syth. Mae’n gyfrifoldeb ar yr holl staff i roi gwybod i’r sawl sy’n goruchwylio eu cyfrifoldebau os nad ydynt yn gymwys i gyflawni dyletswydd.
* **Cyfrinachedd:** Yn unol â deddfwriaeth Diogelu Data ac Egwyddorion Cyfrinachedd Caldicott, bydd disgwyl i ddeiliad y swydd gadw cyfrinachedd o ran gwybodaeth bersonol a gwybodaeth am gleifion, gan gynnwys cofnodion clinigol ac anghlinigol fel y nodir yn y contract cyflogaeth. Mae’r ddyletswydd cyfrinachedd yn parhau hyd yn oed ar ôl i’r cyflogai adael y BIP.   Gall deiliad y swydd weld gwybodaeth os oes angen iddo ei gweld yn unig wrth gyflawni ei ddyletswyddau a dim ond wrth gyflawni ei ddyletswyddau yn gywir y gall ddatgelu gwybodaeth.
* **Rheoli Cofnodion:**   Mae cyfrifoldeb cyfreithiol ar ddeiliad y swydd i greu, cynnal, storio a dinistrio cofnodion a gwybodaeth arall y mae’r BIP yn ei thrin fel rhan o’i waith yn y BIP yn unol â gweithdrefnau gweithredu a hyfforddiant. Mae hyn yn cynnwys yr holl gofnodion sy’n berthnasol i iechyd cleifion, boed yn ariannol, yn bersonol neu’n weinyddol, a hynny ar bapur neu ar gyfrifiadur.   Mae’n ddyletswydd ar ddeiliad y swydd i sicrhau bod data o’r safon uchaf ar gael ar gyfer pob cofnod trwy gofnodi’n gywir ac yn drylwyr ar draws yr holl gyfryngau y gall eu defnyddio. Mae cyfrifoldeb ar yr holl staff i ymgynghori â’u rheolwr os oes ganddynt unrhyw amheuon ynghylch rheoli cofnodion y maen nhw’n gweithio gyda nhw yn gywir.
* **Llywodraethu Gwybodaeth:** Rhaid i ddeiliad y swydd fod yn ymwybodol bob amser o bwysigrwydd cynnal cyfrinachedd a diogelwch gwybodaeth sy’n dod i law wrth gyflawni ei ddyletswyddau. Bydd hyn, mewn nifer o achosion, yn cynnwys mynediad at wybodaeth bersonol sy’n berthnasol i ddefnyddwyr gwasanaeth.
* **Iechyd a Diogelwch:** Mae gofyn i ddeiliad y swydd gydweithredu â’r BIP i sicrhau y cydymffurfir â gofynion a dyletswyddau iechyd a diogelwch. Cyfrifoldeb deiliad y swydd yw cydymffurfio â gweithdrefnau, rheolau a chodau ymarfer; defnyddio’r holl offer, dyfeisiau a dillad diogelwch sydd wedi’u gosod neu eu darparu yn gywir, a mynd i gyrsiau hyfforddi yn ôl y gofyn. Mae’n gyfrifoldeb ar yr holl staff i ddefnyddio’r gwasanaeth Iechyd Galwedigaethol a chymorth a chyngor arall pan fo angen.
* **Rheoli Risg:** Mae’r BIP wedi ymrwymo i ddiogelu ei staff, ei gleifion, ei asedau a’i enw da trwy broses rheoli risg effeithiol. Bydd gofyn i ddeiliad y swydd gydymffurfio â Pholisi Iechyd a Diogelwch y BIP a chyfrannu at y broses, gan gymryd cyfrifoldeb am reoli risg ac adrodd am eithriadau.
* **Diogelu Plant ac Oedolion:** Mae’r BIP wedi ymrwymo i ddiogelu plant ac oedolion, felly mae’n rhaid i staff gael hyfforddiant Diogelu Plant ac Oedolion.
* **Rheoli Heintiau:** Mae’r BIP wedi ymrwymo i ateb y gofynion sydd arno i leihau haint. Mae’r holl staff yn gyfrifol am amddiffyn a diogelu cleifion, defnyddwyr gwasanaeth, ymwelwyr a gweithwyr rhag y risg o heintiau sy’n gysylltiedig â gofal iechyd. Mae’r cyfrifoldeb hwn yn cynnwys bod yn ymwybodol o weithdrefnau/polisïau Haint, Atal a Rheoli’r BIP a chydymffurfio â nhw, peidio â goddef diffyg cydymffurfiaeth gan gydweithwyr a mynychu hyfforddiant ar reoli haint a ddarperir gan y BIP.
* **Gweithwyr Iechyd Proffesiynol Cofrestredig:** Mae gofyn i’r holl gyflogeion y mae gofyn iddynt gofrestru â chorff proffesiynol i ymarfer yn eu proffesiwn gydymffurfio â’u cod ymarfer a gofynion eu cofrestriad proffesiynol.
* **Gweithwyr Cymorth Gofal Iechyd:** Mae Cod Ymarfer Gweithwyr Cymorth Gofal Iechyd (GCSI) Cymru Gyfan yn nodi safonau ymddygiad ac agwedd sy’n ofynnol gan yr holl Weithwyr Cymorth Gofal Iechyd a gyflogir gan GIG Cymru. Mae Cymorth Gofal Iechyd yn gyfrifol am - ac mae arnynt ddyletswydd gofal i - sicrhau nad yw eu hymarfer yn is na’r safonau a nodir yn y Cod ac nad oes unrhyw weithred neu ddiffyg gweithredu ar eu rhan yn niweidio diogelwch a lles defnyddwyr gwasanaeth a’r cyhoedd tra eu bod yn eu gofal.
* **Gwella Iechyd:** Mae’n gyfrifoldeb ar yr holl staff i hyrwyddo iechyd a gweithredu’n eiriolwyr dros hyrwyddo iechyd ac atal.
* **Dim Ysmygu:** I roi’r cyfle gorau i gleifion, ymwelwyr a staff fod yn iach, mae holl safleoedd y BIP, yn cynnwys yr adeiladau a’r tiroedd, yn ddi-fwg. Anogir staff i hyrwyddo a chefnogi ein Polisi Dim Ysmygu. Mae cyngor a chymorth ar gael i staff a chleifion ynglŷn â rhoi’r gorau i ysmygu. Mae gwasanaeth ysbyty ar gael trwy ffonio 02920 743582 neu ffoniwch 0800 0852219 am y gwasanaeth cymunedol, Dim Smygu Cymru.
* **Cydraddoldeb ac Amrywiaeth:** Mae cyfrifoldeb personol ar bob aelod staff dan Ddeddf Cydraddoldeb 2010 i sicrhau nad yw’n gwahaniaethu, yn aflonyddu, yn bwlio nac yn cyfrannu at wahaniaethu, aflonyddu na bwlio yn erbyn unrhyw gydweithiwr neu ymwelydd na chwaith yn goddef gwahaniaethu na bwlio ar sail ‘nodweddion gwarchodedig’. Y nodweddion gwarchodedig yw oedran, crefydd, cyfeiriadedd rhywiol, cred neu ddiffyg cred, rhyw, anabledd, hil, hunaniaeth rhywedd, beichiogrwydd a mamolaeth, priodas neu bartneriaeth sifil. Bydd y rheolwr llinell a deiliad y swydd yn gyfrifol am hyrwyddo amrywiaeth a chyfle cyfartal trwy’r holl feysydd gwaith. Mae hyn yn berthnasol i ddarparu gwasanaethau’n gyflogai ac i unrhyw un rydych yn gweithio gydag ef: cleifion, teulu/gofalwyr, ymwelwyr neu gydweithwyr. Byddwch yn cael gwybod am eich cyfrifoldebau i gynnal polisïau ac egwyddorion sefydliadol ar hyrwyddo cydraddoldeb gan werthfawrogi amrywiaeth a pharchu hawliau dynol pobl yn rhan o'ch ymarfer bob dydd.
* **Urddas yn y Gwaith:** Mae’r BIP yn condemnio unrhyw ffurf ar fwlio ac aflonyddu ac mae’n ceisio hyrwyddo gweithle lle caiff cyflogeion eu trin yn deg, gydag urddas a pharch. Gofynnir i’r holl staff roi gwybod am unrhyw ffurf ar fwlio ac aflonyddu i’w Rheolwr Llinell neu unrhyw Gyfarwyddwr yn y sefydliad. Ni oddefir unrhyw ymddygiad amhriodol yn y gweithle ac ystyrir hyn yn fater difrifol dan Bolisi Disgyblu’r BIP.
* **Y Gymraeg:** Rhaid i’r holl gyflogeion gyflawni eu dyletswyddau mewn cydymffurfiaeth lem â gofynion Safonau’r Gymraeg cyfredol y BIP a chymryd pob cyfle i hyrwyddo’r Gymraeg wrth ymdrin â’r cyhoedd. Mae’r BIP hefyd yn annog cyflogeion i ddefnyddio’r sgiliau Cymraeg sydd ganddynt.
* **Disgrifiad Swydd:** Nid yw’r disgrifiad swydd yn anhyblyg ond mae’n amlinelliad ac yn nodi’r prif ddyletswyddau. Trafodir unrhyw newid yn llawn o flaen llaw â deiliad y swydd. Caiff y disgrifiad swydd ei adolygu o bryd i’w gilydd i ystyried newidiadau a datblygiadau yng ngofynion y gwasanaeth.

Dyddiad Paratoi:

Paratowyd gan:

Dyddiad Adolygu:

Adolygwyd gan:

**MANYLEB PERSON**

**BWRDD IECHYD PRIFYSGOL CAERDYDD A'R FRO**

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| --- | --- | --- | --- |
| **Teitl y Swydd:** | Rheolwr Gweinyddol | **Adran:** |  |
| **Band:** | Band 5 | **Bwrdd Clinigol:** |  |
| **Prif Leoliad Gwaith:** |  |  |  |
|  |  |  |  |
|  | **HANFODOL** | **DYMUNOL** | **DULL ASESU** |
| **CYMWYSTERAU** | Safon dda o addysg  Cam 3 RSA teipio/prosesu geiriau  Addysg hyd lefel gradd neu brofiad perthnasol addas  ECDL | AMSPAR  Tystiolaeth o ddatblygiad sgiliau rheoli diweddar  NVQ Lefel 3 mewn Gweinyddiaeth Busnes. | Ffurflen Gais  Gwirio Tystysgrif  Cerdyn Cofrestru - Nyrs/Gweithiwr Proffesiynol Perthynol i Iechyd |
| **PROFIAD** | Profiad ysgrifenyddol blaenorol  Profiad o gyfrifoldeb am agweddau ar weinyddu dyletswyddau tîm (presenoldeb staff, goruchwyliaeth, AADP)  Profiad o Microsoft Office  Profiad gweinyddol blaenorol mewn amgylchedd gweinyddol prysur  Profiad o weithio gyda gwybodaeth glinigol sensitif a dilyn rheolau a pholisïau cyfrinachedd | Profiad o brosesau AD a recriwtio  Profiad o reoli sefyllfaoedd anodd  Profiad o reoli cyllideb. | Ffurflen Gais  Cyfweliad  Geirdaon |

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| --- | --- | --- | --- |
| **SGILIAU** | Cyfarwydd â meddalwedd prosesu geiriau, taenlenni a chronfeydd data.  Sgiliau cyfathrebu, rhyngbersonol a threfnu rhagorol gan gynnwys y gallu i gefnogi aelodau staff gofidus neu emosiynol  Sgiliau trefnu da  Sgiliau bysellfwrdd da  Sgiliau datrys problemau a defnyddio eich barn yn dda  Gallu cwmpasu rôl Rheolwr y Tîm Gweinyddu gan ddefnyddio sgiliau barn a dadansoddi annibynnol a meddu ar ddealltwriaeth fanwl o'r gweithdrefnau a'r arferion.  Y gallu i weithio i derfynau amser tynn a dan bwysau.  Gallu mynychu cyfarfodydd ac ysgrifennu cofnodion. | Gallu cymryd cofnodion cywir a chryno.  Hyderus ym mhob agwedd ar arfer swyddfa | Ffurflen Gais  Cyfweliad  Geirdaon |
| **GWYBODAETH ARBENNIG** | Dealltwriaeth o faterion cyfrinachedd  Gwybodaeth a dealltwriaeth o weithdrefnau ysgrifenyddol  Gwybodaeth am becynnau prosesu geiriau, taenlenni a phecynnau cyflwyno | Gwybodaeth am systemau ysbytai | Ffurflen Gais  Cyfweliad  Geirdaon |

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| **RHINWEDDAU PERSONOL**  *(Y gellir eu profi)* | Ffordd hyderus, a pherson dibynadwy  Gallu cyfathrebu’n effeithiol gyda phawb.  Gallu gweithio yn unol â therfynau amser a rhoi sylw i fanylion  Gallu rheoli a blaenoriaethu llwyth gwaith personol.  Y gallu i gadw cyfrinachedd  Dull hyblyg o fodloni anghenion y gwasanaeth.  Gallu gweithio fel aelod o dîm  Gallu gweithio'n effeithlon ac yn gywir  Brwdfrydig a dibynadwy  Cwrtais dros y ffôn.  Cyfathrebydd cyfeillgar, da | Y gallu i weithio'n ddibynadwy ac yn gywir i derfynau amser  Parodrwydd i ddysgu  Gallu cyfathrebu yn Gymraeg | Ffurflen Gais  Cyfweliad  Geirdaon |
| **ARALL**  (*Rhowch fanylion*) | Ymagwedd hyblyg at weithio. | Dealltwriaeth o bwysigrwydd iechyd a diogelwch yn y gweithle. | Cyfweliad  Gwirio Dogfennau\* |