

DISGRIFIAD SWYDD

MANYLION Y SWYDD:

Teitl y Swydd	Hyfforddiant Gradeddig Rheoli Cyffredinol
Band Cyflog	6 (Agenda ar gyfer Newid mae atodiad 21 yn gymwys tra'i fod mewn hyfforddiant) Cyfnod Penodol am 2 flynedd
Oriau Gwaith a Natur y Cytundeb	I'w gwblhau ar recriwtio
Is-adran/Cyfarwyddiaeth	Bydd y sefydliad sy'n cyflogi GIG Cymru yn un o'r 7 bwrdd iechyd, Gwasanaeth Ambiwylans Cymru, Ymddiriedolaeth GIG Felindre, Partneriaeth Cydwasanaethau GIG Cymru, Addysg a Gwella Iechyd Cymru ac Iechyd Cyhoeddus Cymru
Adran	I'w gadarnhau – lleoliadau amrywiol o fewn un Sefydliad GIG Cymru
Sylfaen	I'w gwblhau ar recriwtio

TREFNIADAU SEFYDLIADOL:

Atebol yn Rheolaethol i:	Bydd yn cael ei nodi yn y Disgrifiad Swydd Cyflogwr
Adroddiadau i: Rheolwr Llinell Enw	Bydd yn cael ei nodi yn y Disgrifiad Swydd Cyflogwr
Yn broffesiynol Gyfrifol am:	Ddim yn berthnasol

GWERTHOEDD ADDYSG A GWELLA IECHYD CYMRU

PARCH AT BAWB - ymmhob cyswllt sydd *gennym ag eraill*

GYDA'N GILYDD FEL TÎM – *byddwn yn gweithio gyda chydweithwyr, ar draws GIG Cymru a chyda sefydliadau partner*

SYNIADAU SYDD YN GWELLA – *harneisio creadigrwydd ac arloesi, gwerthuso a gwella'n barhaus*

Crynodeb o'r Swydd/Diben y Swydd:

Mae Rhaglen Graddedigion Rheoli Cyffredinol GIG Cymru wedi'i chynllunio i ddatblygu'r genhedlaeth nesaf o arweinwyr a fydd yn wynebu set wahanol iawn o heriau i sicrhau bod GIG Cymru yn darparu gofal iechyd o'r radd flaenaf. Bydd y rhaglen yn cwmpasu nifer o leoliadau gwaith o fewn un o sefydliadau GIG Cymru, gan ddatgelu hyfforddeion i swyddi rheoli rheng flaen sy'n darparu profiad dan oruchwyliaeth o gyfrifoldebau craidd rheolaeth, staff ac adnoddau ariannol mewn gwasanaeth sy'n wynebu cleifion. Bydd hyn yn rhoi sylfaen gadarn o wybodaeth a phrofiad fel y bydd yr hyfforddeion yn dod yn rheolwyr effeithiol, gan baratoi'r ffordd i ddod yn arweinwyr y dyfodol.

Cynlluniwyd y rhaglen i gynnig amrywiaeth o leoliadau i greu dealltwriaeth gynhwysfawr o'r strategaeth, diben a busnes craidd, gan ddod i gysylltiad â'r heriau presennol sy'n arwain at sefydlu a chyflawni newid arloesol ac ystyrlon. Bydd y rôl yn cynnwys ystod eang o weithgareddau mewn nifer o feysydd gan gynnwys dysgu seiliedig ar waith ac academaidd. Bydd hyfforddeion yn datblygu ac yn meithrin partneriaethau rhwng timau gofal iechyd, yn fewnol ac yn allanol i GIG Cymru, Llywodraeth Cymru a sefydliadau eraill yn y sector cyhoeddus, gan ennill gwybodaeth a phrofiad gwerthfawr i greu cyfleoedd i integreiddio a moderneiddio gwasanaethau.

Bydd hyfforddeion yn canolbwyntio ar y sefydliad lleoli drwy wythnos sefydlu gynhwysfawr a 'thaith goginio', gan gwblhau 2-3 lleoliad ffurfiol yn ystod eu 2 flynedd o fewn un o sefydliadau GIG Cymru. Yn ystod y rhaglen bydd hyfforddeion yn cael cymorth gan nifer o uwch staff gan gynnwys Mentor Gweithredol a fydd yn gweithio gyda hwy drwy gydol eu rhaglen a'r cyfle i weithio gyda Phrif Swyddog Gweithredol y sefydliad a chyflwyno i'r bwrdd am eu prosiect/prosiectau.

Caiff y wybodaeth fusnes hon ei chanmol gan raglen Meistr wedi'i hariannu'n llawn i gyd-fynd â phrofiad 'yn y gwaith' ac fe'i hategir gan gyfres o gyfleoedd datblygu gan gynnwys dosbarthiadau meistr, datblygiad personol a hyfforddiant, dysgu trochi drwy efelychiadau, cymryd rhan mewn dysgu grŵp a chymryd rhan mewn prosiect gwella Cymru Gyfan.

DYLETSWYDDAU/CYFRIFOLDEBAU:

Bydd pob sefydliad sy'n llywyddu yn darparu rhaglen o rolau a lleoliadau unwaith y bydd hyfforddai wedi'i benodi i'r rhaglen. Bydd hyfforddeion yn ymgymryd â 2-3 lleoliad seiliedig ar waith o fewn un o sefydliadau GIG Cymru, sy'n gyfrifol am amrywiaeth o ddyletswyddau ac atebolrwydd yn ystod eu cyfnod hyfforddi i ddatblygu eu gwybodaeth a'u dealltwriaeth o GIG Cymru. Disgwylir y bydd lefel y cyfrifoldeb a graddau'r anhawster / cymhlethdod y gwaith sy'n ofynnol gan hyfforddeion yn cynyddu dros gyfnod y rhaglen. Bydd rolau swyddi'n amrywio yn dibynnu ar y sefydliad sy'n llywyddu; fodd bynnag, bydd gan bob un y nodweddion canlynol:

- Creu a chynnal perthynas waith gadarnhaol a phroffesiynol yn rhagweithiol gydag ystod eang o randdeiliaid, ar bob lefel, nodi cysylltiadau, dod â phobl at ei gilydd i ddatblygu parch ac ymddiriedaeth at ei gilydd. Ochr yn ochr â rhanddeiliaid sefydliadau sy'n llywyddu, bydd y rôl yn cwmpasu cydweithio â sefydliadau'r GIG, Llywodraeth Cymru a sefydliadau eraill yn y sector cyhoeddus.
- Y gallu i gyfathrebu mewn modd clir, adeiladol, ystyriol a diddorol, gan ddangos cadarnhad a brwdfrydedd tuag at waith sy'n annog eraill i wneud yr un peth. Mae hyn yn golygu cyfnewid gwybodaeth gymhleth a allai fod yn ddadleuol lle gall rhwystrau i ddeall neu dderbyn fodoli.
- Sylw i fanylion gan ddefnyddio gwybodaeth / sefyllfaoedd cymhleth a sensitif y mae angen eu dadansoddi a'u dehongli, gan ddefnyddio barn i gyflwyno ystod o opsiynau fel atebion posibl gyda ffordd argymelledig ymlaen. Bydd hyn yn golygu bod yn gyfrifol am un neu fwy o systemau gwybodaeth, sy'n atebol am gynnal, rheoli a datblygu system/au'r gyfarwyddiaeth, gan gynnwys cynhyrchu adroddiadau ac achosion busnes, asesu risgiau a nodi effeithiau tra'n sicrhau ymlyniad at bolisiau a gweithdrefnau.
- Dealltwriaeth aeddfed ac ymwybyddiaeth o'r prif faterion iechyd a lles sy'n wynebu'r cymunedau lleol ac arsylwi a gorffen ar nodweddion gweithio'n llwyddiannus mewn partneriaeth. Gallai hyn gynnwys gwneud gwaith ymchwil gan ddefnyddio sawl ffynhonnell, arsylwi a chyfrannu at gyfarfodydd busnes neu bartneriaeth ffurfiol y sefydliad gan gynnwys gweithgareddau ar lefel bwrdd.
- Gweithredu ar eich liwt eich hun, wedi'i lywio gan egwyddorion a pholisiau galwedigaethol i gynllunio a threfnu ystod eang o weithgareddau cymhleth; datblygu ac addasu cynlluniau neu strategaethau, gan fabwysiadu ffyrdd creadigol ac arloesol o weithio. .
- Meithrin, datblygu, cynllunio, trefnu a gweithredu prosiect/au gwella gwasanaethau sylweddol, yn genedlaethol ac yn lleol, sy'n ceisio newid systemau i gefnogi gwasanaethau creadigol, arloesol a gwell i gleifion.
- Datblygu, goruchwyllo a monitro gwasanaethau, protocolau, systemau a gweithdrefnau mewnol, gan gynnig newidiadau i arferion gwaith sy'n sicrhau gwell ansawdd ac effeithlonrwydd gwasanaethau. Gallai hyn gynnwys bod yn llofnodwr awdurdodedig ar gyfer trefniadau teithio, talu treuliau a chyllideb y prosiect. Yn atebol am gynnal cyllideb, sy'n cefnogi'r gwaith o wella gwasanaethau, bod yn graff wrth drefnu a rheoli amrywiaeth o adnoddau.
- Cefnogi'r gwaith o weithredu a gweithredu prosesau meddygol/clinigol yn unol â'r systemau a'r rheoliadau cyfredol; E.e. adolygiadau o wasanaethau, adolygiadau o'r gweithlu a'r cynllun gwaith, systemau diogelwch a llywodraethu clinigol, gweithgareddau e-iechyd, adolygiadau llwybr gofal a throsglwyddo gofal.

- Cyfrannu at weithredu a gwella systemau gwybodaeth lleol/adran ar gyfer apwyntiadau/gwasanaethau cleifion a chofnodi data (e.e. rhestrau cleifion), darparu gwasanaethau sy'n canolbwyntio ar gleifion, sy'n cynnwys llwybrau clinigol a materion sy'n ymwneud â chleifion megis sylwadau a chwynion.
- Cynnal goruchwyliaeth a rheolaeth o ddydd i ddydd ar staff sy'n gyfrifol am ddatblygu, monitro ac ysgogi staff fel eu bod yn gweithio i'w potensial mwyaf posibl, drwy ddefnyddio dull arwain tosturiol a chyfunol. Mae rheoli gweithgareddau ar gyfer adroddiadau uniongyrchol yn cynnwys dyrannu gwaith, ffurflenni salwch, datblygiad personol, gwyliau, disgyblu ac ati.
- Cyflawni tasgau gorfodol sy'n ofynnol mewn perthynas â systemau rheoli perfformiad y GIG gan gynnwys cyfrifoldeb am reoli perfformiad aelodau o'u tîm eu hunain a chynlluniau datblygu personol.

Datblygiad Personol

Fel hyfforddai Rhaglen Graddedigion Rheoli Cyffredinol GIG Cymru, bydd disgwyl i chi ddatblygu ystod o sgiliau personol a phroffesiynol fel rhan annatod o'ch perfformiad llwyddiannus yn y swydd. Caiff yr agwedd hon ar berfformiad ei hasesu yn ystod camau adolygu ffurfiol y rhaglen, gan gymryd cyfrifoldeb personol i reoli eich datblygiad personol a phroffesiynol eich hun. Bydd hyfforddeion yn cael eu cefnogi drwy weithgareddau ffurfiol, digwyddiadau oportiwnistaidd ac yn cael eu harwain gan eu sefydliad cynhaliol Arweinydd Graddedigion.

Yn ystod y rhaglen ddwy flynedd bydd yr unigolyn yn gyfrifol am:

- Astudio a chwblhau eu Rhaglen gradd Meistr.
- Cwblhau Rhaglen Arian Gwella Ansawdd Gyda'n Gilydd
- Cymryd rhan mewn gweithdai sgiliau, gweithgareddau dysgu gweithredol a digwyddiadau rhaglenni Rheoli Graddedigion eraill.
- Adlewyrchu ac asesu anghenion datblygiad personol mewn trafodaeth â'u harweiniad graddedigion a'u mentor. Sylwi ar feysydd gweithredu i nodi profiadau dysgu newydd a chyfleoedd cysgodi. Gweithio gyda'r arweinydd graddedigion a'r mentor i gydbwysu datblygiad personol a chyflawni targedau perfformiad sy'n gysylltiedig â gwaith.

MANYLEB Y PERSON

Y wybodaeth sydd i'w mesur yw'r isafswm sydd ei angen i gyflawni dyletswyddau llawn y swydd i'r safonau gofynnol. Dylid defnyddio cymwysterau i ddarparu dangosydd o lefel y wybodaeth sydd ei hangen. Mae hyfforddiant a phrofiad hefyd yn ffordd o gaffael y wybodaeth sy'n ofynnol ar gyfer swydd fel hyfforddiant yn y gwaith, cyrsiau byr a phrofiad i lefel gyfatebol o wybodaeth y dylid ei nodi.

Nodyn: Peidiwch â defnyddio nifer y blynyddoedd o brofiad gan y gallai hyn fod yn wahaniaethol a chaiff y rhain eu dychwelyd. Mae'n hanfodol bod rheolwyr yn canolbwyntio ar y mathau o sgiliau a rhinweddau sydd eu hangen i gyflawni dyletswyddau'r swydd. Ni ddylai meini prawf hanfodol nodi "neu'n barod i weithio tuag at" unrhyw gymhwyster.

Priodoleddau	Hanfodol	Ddymunol	DULL O Asesiad
Cymwysterau a/neu Wybodaeth	<p>Cymwysedig i lefel Gradd ar ôl cyrraedd neu gael ei seiliedig i gyflawni o leiaf 2:2 mewn unrhyw ddisgyblaeth</p> <p>Nodiadau:</p> <ul style="list-style-type: none"> - <i>mae angen cadarnhau dyfarniadau gradd a ragwelir erbyn mis Gorffennaf 2023</i> - <i>nid oes terfyn amser ar waith ynghylch pryd y cwblhawyd y radd yn wreiddiol</i> 		<p>Ffurflen gais</p> <p>Gwiriadau cyn cyflogi</p>
Profiad	<p>Meithrin cydberthnasau effeithiol a chydweithio o fewn tîm neu grŵp o bobl.</p> <p>Gweithio gydag amrywiaeth o wahanol bobl o wahanol gefndiroedd a diddordebau.</p> <p>Cynnal ymchwil gan ddefnyddio ystod o wahanol ffynonellau, gan eu dadansoddi i nodi themâu/materion allweddol, cynhyrchu adroddiadau ac argymhellion.</p>	Gwybodaeth am y GIG	Cyfweliad
Dawn a Galluoedd	<p>Sgiliau cyfathrebu a rhifiadol rhagorol, yn ysgrifenedig ac ar lafar</p> <p>Gallu bod yn ystwyth a gwydn, gallu blaenoriaethu a gweithio o fewn terfynau amser ac o dan bwysau</p> <p>Sgiliau cynllunio a threfnu,</p>	Y gallu i siarad Cymraeg	<p>Ffurflen Gais</p> <p>Profion Ar-lein</p> <p>Canolfan Asesu</p>

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	<p>datblygu atebion creadigol ac arloesol</p> <p>Gallu gweithio fel rhan o dîm, gan ddangos tact a diplomyddiaeth wrth weithio gydag eraill</p> <p>Sgiliau dylanwadu a thrafod effeithiol</p> <p>Y gallu i ddadansoddi data cymhleth a nodi materion / themâu allweddol o ystod o wahanol ffynonellau</p> <p>Ymgyrch, menter a'r gallu i fod yn rhagweithiol wrth benderfynu ar welliannau a chanlyniadau cyflawni</p> <p>Cyfrifiadur yn llythrennog i radd gymwys, gan allu dehongli a thrin data i gynhyrchu adroddiadau / argymhellion</p> <p>Cael cipolwg ar eich cryfderau a'ch gwendidau eich hun</p> <p>Parodrwydd i deithio yn ôl y gofyn</p>		Cyfweliad
Rhinweddau Personol	<p>Tosturiol a chydweithredol</p> <p>Ystwythder a gwydn</p> <p>Chwilfrydig gyda meddylfryd gwella</p> <p>Angerddol a brwdfrydig</p>		<p>Ffurflen Gais</p> <p>Profion Ar-lein</p> <p>Canolfan Asesu</p> <p>Cyfweliad</p>
Eraill	<p>Rhaid gallu gweithio yn y DU heb unrhyw gyfyngiadau.</p> <p>Y gallu i deithio o fewn ardal ddaearyddol a bod yn hyblyg i fodloni gofynion y gwasanaeth.</p>		<p>Ffurflen gais</p> <p>Cyfweliad</p> <p>Gwiriadau cyn cyflogi</p>

GOFYNION CYFFREDINOL

Cynnwys y rhai sy'n berthnasol i ofynion y swydd

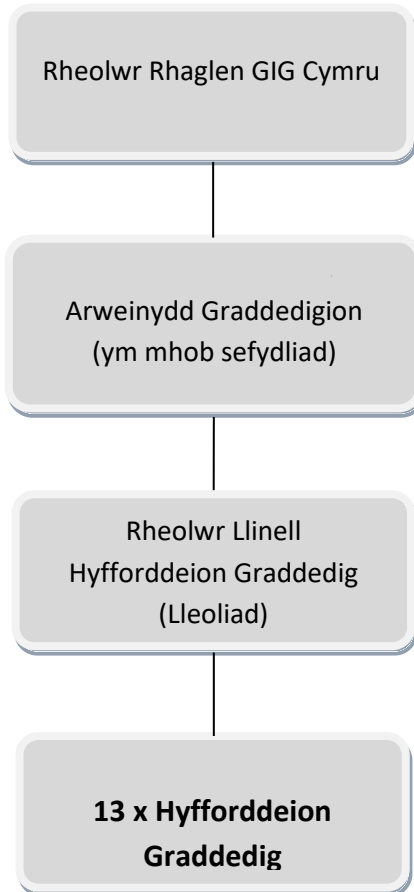
- **Gwerthoedd:** Mae'n ofynnol i holl weithwyr AaGIC ddangos a gwreiddio'r Datganiadau Gwerthoedd ac Ymddygiad er mwyn iddynt ddod yn rhan annatod o fywyd gwaith deiliad y swydd a gwreiddio'r egwyddorion yn niwylliant y sefydliad.
- **Gweithiwr Iechyd Proffesiynol Cofrestredig:** Mae'n ofynnol i bob cyflogai y mae'n ofynnol iddo gofrestru gyda chorff proffesiynol, i'w galluogi i ymarfer o fewn ei broffesiwn, gydymffurfio â'i god ymddygiad a gofynion eu cofrestriad proffesiynol.
- **Gweithwyr Cymorth Gofal Iechyd:** Mae Gweithwyr Cymorth Gofal Iechyd yn gwneud cyfraniad gwerthfawr a phwysig at ddarparu gofal iechyd o ansawdd uchel. Mae'r Cod Ymddygiad cenedlaethol ar gyfer GIG Cymru yn disgrifio'r safonau ymddygiad, ymddygiad ac agwedd sy'n ofynnol gan yr holl Weithwyr Cymorth Gofal Iechyd a gyflogir o fewn GIG Cymru. Gweithwyr Cymorth Gofal Iechyd sy'n gyfrifol, ac mae ganddynt ddyletswydd gofal, i sicrhau nad yw eu hymddygiad yn is na'r safonau a nodir yn y Cod ac nad oes unrhyw weithred na hepgoriad ar eu rhan yn niweidio diogelwch a lles defnyddwyr gwasanaeth a'r cyhoedd, tra byddant yn eu gofal.
- **Cymhwysedd:** Ni ddylai deiliad y swydd weithio y tu allan i'w lefel cymhwysedd ddiffiniedig ar unrhyw adeg. Os oes pryderon ynglŷn â hyn, dylai deiliad y swydd eu trafod ar unwaith gyda'u Rheolwr/Goruchwyliwr. Mae gan gyflogaion gyfrifoldeb i hysbysu eu Rheolwr/Goruchwyliwr os ydynt yn amau eu cymhwysedd eu hunain i gyflawni dyletswydd.
- **Dysgu a Datblygu:** Rhaid i'r holl staff ymgymryd â rhaglenni sefydlu/cyfeiriadedd ar lefel Gorfforaethol ac Adranol a rhaid iddynt sicrhau bod unrhyw ofynion hyfforddi statudol/gorfodol yn gyfredol ac yn gyfredol. Lle yr ystyrir bod hynny'n briodol, mae'n ofynnol i staff ddangos tystiolaeth o ddatblygiad proffesiynol parhaus.
- **Arfarnu Perfformiad:** Rydym wedi ymrwmo i ddatblygu ein staff ac chi sy'n gyfrifol am gymryd rhan mewn Adolygiad Datblygu Perfformiad Blynyddol o'r swydd.
- **Iechyd a Diogelwch:** Mae gan holl gyflogaion y sefydliad ddyletswydd gofal statudol er eu diogelwch personol eu hunain a diogelwch pobl eraill y gallai eu gweithredoedd neu eu hepgoriadau effeithio arnynt. Mae'n ofynnol i ddeiliad y swydd gydweithredu â'r rheolwyr i alluogi'r sefydliad i gyflawni ei ddyletswyddau cyfreithiol ei hun ac i roi gwybod am unrhyw sefyllfaoedd peryglus neu offer diffygiol. Rhaid i ddeiliad y swydd gadw at bolisiâu Rheoli Risg, Iechyd a Diogelwch a pholisiâu cyswllt y sefydliad.
- **Rheoli Risg:** Mae'n elfen safonol o rôl a chyfrifoldeb holl staff y sefydliad eu bod yn cyflawni rôl ragweithiol tuag at reoli risg yn eu holl weithredoedd. Mae hyn yn golygu asesu risg pob sefyllfa, cymryd camau priodol ac adrodd am bob digwyddiad, colledion agos a pheryglon.
- **Cymraeg:** Rhaid i bob cyflogai gyflawni ei ddyletswyddau gan gydymffurfio'n llym â gofynion Cynllun Iaith Gymraeg eu sefydliad a manteisio ar bob cyfle i hyrwyddo'r Gymraeg wrth ddelio â'r cyhoedd.
- **Llywodraethu Gwybodaeth:** Rhaid i ddeiliad y swydd fod yn ymwybodol bob amser o bwysigrwydd cadw cyfrinachedd a sicrwydd y wybodaeth a gafwyd yn ystod ei ddyletswyddau. Bydd hyn mewn llawer o achosion yn cynnwys mynediad at wybodaeth bersonol sy'n ymwneud â defnyddwyr gwasanaeth.

- **Diogelu Data:** Rhaid i ddeiliad y swydd drin yr holl wybodaeth, boed yn wybodaeth gorfforaethol, staff neu gleifion, mewn modd disylw a chyfrinachol yn unol â darpariaethau'r Ddeddfwriaeth Diogelu Data Cyffredinol a Pholisi Sefydliadol. Ystyrir bod unrhyw achos o dorri cyfrinachedd o'r fath yn drosedd ddisgyblu ddifrifol, sy'n agored i gael ei diswyddo a/neu ei herlyn o dan y ddeddfwriaeth statudol bresennol a Pholisi Disgyblu'r sefydliad.
- **Rheoli Cofnodion:** Fel un o gyflogeion y sefydliad hwn, mae deiliad y swydd yn gyfreithiol gyfrifol am yr holl gofnodion y maent yn eu casglu, eu creu neu eu defnyddio fel rhan o'u gwaith o fewn y sefydliad (gan gynnwys iechyd cleifion, iechyd neu anaf staff, ariannol, personol a gweinyddol), boed ar bapur neu ar gyfrifiadur. Ystyrir pob cofnod o'r fath yn gofnodion cyhoeddus ac mae gan ddeiliad y swydd ddyletswydd gyfreithiol o hyder i ddefnyddwyr gwasanaeth (hyd yn oed ar ôl i gyflogai adael y sefydliad). Dylai deiliad y swydd ymgynghori â'i reolwr os oes ganddo unrhyw amheuaeth ynghylch rheoli cofnodion y maent yn gweithio gyda hwy yn gywir.
- **Cydraddoldeb a Hawliau Dynol:** Mae Dyletswydd Cydraddoldeb y Sector Cyhoeddus yng Nghymru yn gosod dyletswydd gadarnhaol ar y sefydliad i hyrwyddo cydraddoldeb i bobl â nodweddion gwarchoddedig, fel cyflogwr ac fel darparwr gwasanaethau cyhoeddus. Mae naw nodwedd warchoddedig: oedran; anabled; ailbennu rhywedd; priodas a phartneriaeth sifil; beichiogrwydd a mamolaeth; ras; crefydd neu gred; rhyw a chyfeiriadedd rhywiol. Mae'r sefydliad wedi ymrwymo i sicrhau nad oes unrhyw ymgeisydd am swydd na chyflogai yn cael triniaeth lai ffafriol o unrhyw un o'r seiliau uchod. I'r perwyl hwn, mae gan y sefydliad Bolisi Cydraddoldeb a mater i bob cyflogai yw cyfrannu at ei lwyddiant.
- **Urddas yn y Gwaith:** Mae'r sefydliad yn condemnio pob math o fwlio ac aflonyddu ac mae wrthi'n ceisio hyrwyddo gweithle lle mae cyflogeion yn cael eu trin yn deg a chydag urddas a pharch. Gofynnir i'r holl staff roi gwybod i'w Rheolwr Llinell neu i unrhyw Gyfarwyddwr y sefydliad am unrhyw fath o fwlio ac aflonyddu. Ni oddefir unrhyw ymddygiad amhriodol y tu mewn i'r gweithle a chaiff ei drin fel mater difrifol o dan Bolisi Disgyblu'r sefydliadau.
- **Diogelu Plant ac Oedolion mewn Perygl:** Mae'r sefydliad wedi ymrwymo i ddiogelu plant ac oedolion sydd mewn perygl. Felly, rhaid i'r holl staff fynychu hyfforddiant Diogelu Plant ac Oedolion a bod yn ymwybodol o'u cyfrifoldebau o dan Weithdrefnau Cymru Gyfan.
- **Rheoli Heintiau:** Mae'r sefydliad wedi ymrwymo i gyflawni ei rwymedigaethau i leihau heintiau. Mae'r holl staff yn gyfrifol am ddiogelu a diogelu cleifion, defnyddwyr gwasanaeth, ymwelwyr a gweithwyr rhag y risg o gael heintiau sy'n gysylltiedig â gofal iechyd. Mae'r cyfrifoldeb hwn yn cynnwys bod yn ymwybodol o gynnwys Polisiau a Gweithdrefnau Atal a Rheoli Heintiau AaGIC/Ymddiriedolaethau a'u gweld yn gyson.
- **Dim Ysmygu:** Er mwyn rhoi'r cyfle gorau i bob claf, ymwelydd a staff fod yn iach, mae holl safleoedd AaGIC/Ymddiriedolaeth, gan gynnwys adeiladau a thir, yn ddi-fwg.

Datganiad Hyblygrwydd: Amlinellir dyletswyddau'r swydd yn y Disgrifiad Swydd a Manyleb y Person hwn a gellir eu newid drwy gytundeb ar y cyd o bryd i'w gilydd.

Teitl y Swydd: *Hyfforddiant Graddedig Rheoli Cyffredinol*

Siart Sefydliadol



Teitl y Swydd: *Hyfforddiant Graddedig Rheoli Cyffredinol*

Gwybodaeth Atodol ar y Disgrifiad Swydd

Llenwch wybodaeth am Ymdrechion Corfforol, Ymdrechion Meddyliol, Ymdrech emosiynol ac Amodau Gwaith er mwyn cynorthwyo'r broses Paru Swyddi.

Ymdrech Gorfforol

Mae'r ffactor hwn yn mesur natur, amllder a hyd ymdrech gorfforol (ymdrech barhaus ar lefel debyg neu ymdrech ffrwydrol sydyn) sy'n ofynnol ar gyfer y swydd.

Sicrhau unrhyw amgylchiadau a allai effeithio ar faint o ymdrech sydd ei hangen, megis gweithio mewn sefyllfa anodd; codi pwysau trwm ac ati yn fanwl, megis:

'Gweithio mewn amodau corfforol anghyfforddus/annymunol; eistedd mewn swyddi cyfyngedig; symudiadau ailadroddus; codi pwysau trwm; trin gwrthrychau; penlinio, crouching, gefeillio; glanhau dyletswydd trwm; gweithio ar uchder; defnyddio ataliad rheoledig; gyrru fel rhan o'r swydd ddyddiol - **O.N. Nid yw cerdded/gyrru i'r gwaith wedi'i gynnwys'**

Enghreifftiau o ymdrech(au) nodweddiadol	Pa mor aml y dydd / wythnos /	Am faint?	Sylwadau Ychwanegol
Eistedd am gyfnodau hir tra'n gweithio wrth ddesg	Dyddiol	Hyd at sawl awr ar y tro	
Codi a symud offer ar gyfer swyddfa/cyflwyniadau/cyfarfodydd	O leiaf bob wythnos	Hyd at 1 awr	Bydd amllder hyn yn amrywio yn dibynnu ar y gofynion
Cerdded rhwng swyddfeydd/ystafelloedd/lloriau/mynychu safleoedd eraill ar gyfer cyfarfodydd	O leiaf bob wythnos	Hyd at sawl awr yr wythnos	Bydd amllder hyn yn amrywio yn dibynnu ar y gofynion

Ymdrech Feddyliol

Mae'r ffactor hwn yn mesur natur, lefel, amllder a hyd yr ymdrech feddyliol sydd ei hangen ar gyfer y swydd, er enghraifft, canolbwyntio, ymateb i batrymau gwaith na ellir eu rhagweld, ymyriadau a'r angen i fodloni terfynau amser.

Nodwch y gofyniad arferol i ganolbwyntio yn y swydd a phenderfynu, pa mor aml ac am ba hyd y mae angen iddo ganolbwyntio yn ystod sifft / diwrnod gwaith, e.e. :

'Cynnal asesiadau myfyrwyr ffurfiol; cynnal ymyriadau clinigol/gofal cymdeithasol; gwirio dogfennau; cymryd cofnodion manwl mewn cyfarfodydd; peiriannau/offer gweithredu; cynnal profion sgrinio/gwaith microsgop; gwneud cyfrifiadau cymhleth; canfod nam anghlinigol; ymateb i bledu mewn argyfwng; gyrru cerbyd; archwilio neu asesu cleifion/cleientiaid.

Enghreifftiau o ymdrech(au) nodweddiadol	Pa mor aml y dydd / wythnos / mis?	Am faint?	Sylwadau Ychwanegol
Canolbwyntio i archwilio, dehongli, cymhathu a chofnodi themâu cymhleth weithiau drwy gofnodion cyfarfodydd manwl, coladu data pwysig, ysgrifennu adroddiadau ac ati.	Dyddiol	Gall hyn amrywio yn dibynnu ar brosiect	Bydd amllder hyn yn amrywio yn dibynnu ar y gofynion
Canolbwyntio i archwilio, deall a chynhyrchu aseiniadau Meistr sy'n gysylltiedig â phrosiectau seiliedig ar waith	Wythnosol	Gall hyn amrywio yn dibynnu ar brosiect/aseiniad	
Ymateb i alwadau ffôn ac ymholiadau gan staff, cydweithwyr a chleientiaid allanol.	Dyddiol	Gall amseroedd galw amrywio	

Ymdrech Emosiynol

Mae'r ffactor hwn yn mesur natur, amllder a hyd gofynion yr ymdrech emosiynol sydd ei hangen i ymgymryd â dyletswyddau clinigol neu anghlinigol yr ystyrir yn gyffredinol eu bod yn ofidus a/neu'n emosiynol heriol.

Nodwch pa mor aml y mae deiliad y swydd yn dod i gysylltiad ag amgylchiadau gofidus a/neu emosiynol uniongyrchol a/neu anuniongyrchol a'r math o sefyllfaoedd y mae'n ofynnol iddynt ymdrin â hwy.

Er enghraifft, newyddion prosesu (e.e. teipio/trosglwyddo) am ddigwyddiadau gofidus iawn; rhoi newyddion annymunol i gleifion/cleientiaid/gofalwyr/staff; gofalu am bobl â salwch terfynol; ymdrin â sefyllfaoedd/amgylchiadau anodd; dynodedig i ddarparu cymorth emosiynol i staff rheng flaen; cyfleu digwyddiadau sy'n newid bywyd; delio â phobl ag ymddygiad heriol; cyrraedd lleoliad damwain.' **O.N. Mesurir Ofn Trais o dan Amodau Gwaith**

Enghreifftiau o ymdrech(au) nodweddiadol	Pa mor aml yr wythnos / mis?	Am faint?	Sylwadau Ychwanegol
Delio â gwybodaeth ac adborth heriol / andwyol gan aelodau o staff a chleientiaid allanol posibl	Wythnosol	Hyd at awr	
Gall ddod i gysylltiad anuniongyrchol â gwybodaeth ofidus mewn gohebiaeth o ffynonellau allanol.	Achlysurol	Cyfnod byr o amser	

Amodau Gwaith

Mae'r ffactor hwn yn mesur natur, amllder a hyd y galwadau ar staff sy'n deillio o gyflyrau amgylcheddol anochel andwyol (fel tywydd garw, gwres llethol/oer, arogleuon, sŵn a ffwm) a pheryglon, na ellir eu hosgoi (**hyd yn oed gyda'r rheolaethau iechyd a diogelwch llymaf**), megis damweiniau traffig ar y ffyrdd, gollyngiadau o gemegion niweidiol, ymddygiad ymosodol cleifion, cleientiaid, perthnasau, gofalwyr.

Nodwch amodau gwaith neu beryglon annymunol a wynebwr yn amgylchedd gwaith deiliad y swydd a sefydlu pa mor aml ac am ba hyd y cânt eu hamlygu iddynt yn ystod diwrnod gwaith / wythnos / mis.

Enghreifftiau yw – defnyddio VDU fwy neu lai'n barhaus; sylweddau annymunol/gwastraff nad yw'n wastraff cartref; deunydd heintus/lïain budr; hylifau'r corff, ysgarthion, chwydu; llwch/baw; chwain/llau; lleithder; offer neu feysydd gwaith halogedig; gyrru/cael eu gyrru mewn sefyllfaoedd arferol neu frys -
***Nid yw gyrru i'r gwaith ac oddi mewn iddo wedi'i gynnwys**

Enghreifftiau o Amodau Nodweddiadol	Pa mor aml yr wythnos / mis?	Am faint?	Sylwadau Ychwanegol
Gweithio mewn amgylchedd swyddfa gyda chyfnodau hir o ddefnydd VDU	Dyddiol	Sawl awr y dydd	Gallu cymryd seibiant
Teithio rhwng adeiladau / safleoedd	Wythnosol	Gall hyn amrywio yn dibynnu ar brosiect	Bydd amllder hyn yn amrywio yn dibynnu ar y gofynion



GIG
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WALES

Addysg a Gwella Iechyd
Cymru (AaGIC)
Health Education and
Improvement Wales (HEIW)

CAJE REF: HEI/2020/0052

JOB DESCRIPTION

JOB DETAILS:

Job Title	General Management Graduate Trainee
Pay Band	6 (Agenda for Change annex 21 applies whilst in training) Fixed Term for 2 years
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	The employing NHS Wales organisation will be one of the 7 health boards, Welsh Ambulance Service, Velindre NHS Trust, NHS Wales Shared Services Partnership, Health Education & Improvement Wales and Public Health Wales
Department	TBC – various placements within one NHS Wales Organisation
Base	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Will be specified in the Employer Job Description
Reports to: Name Line Manager	Will be specified in the Employer Job Description
Professionally Responsible to:	N/A

HEALTH EDUCATION & IMPROVEMENT WALES VALUES

RESPECT FOR ALL - *in every contact we have with others*

TOGETHER AS A TEAM – *we will work with colleagues, across NHS Wales and with partner organisations*

IDEAS THAT IMPROVE – *harnessing creativity and continuously innovating, evaluating and improving*

Job Summary/Job Purpose:

The NHS Wales General Management Graduate Programme has been designed to develop the next generation of leaders who will face and have to overcome a very different set of challenges to ensure NHS Wales provides world-class healthcare. The programme will encompass a number of work placements within an NHS Wales organisation, exposing trainees to front-line management posts that provides supervised experience of the core responsibilities of management, staff and financial resources in a patient facing service. This will provide a robust foundation of both knowledge and experience so that the trainees will become effective managers, paving the way to become the leaders of the future.

The programme has been designed to offer a range of placements to create a comprehensive understanding of the strategy, purpose and core business, exposure to the current challenges leading to inception and delivery of innovative and meaningful change. The role will involve a broad range of activities in a number of areas including work-based and academic learning. Trainees will develop and nurture partnerships between healthcare teams, internally and externally to NHS Wales, Welsh Government and other public sector organisations, gaining valuable knowledge and experience to create opportunities to integrate and modernise services.

Trainees will be orientated into the placement organisation through a comprehensive induction week and a 'cooks tour', completing 2-3 formal placements during their 2 years within one NHS Wales organisation. During the programme trainees will receive support from a number of senior staff including an Executive Mentor that will work with them throughout their programme and the opportunity to work with the organisational CEO and present to the board about their project/s.

This business knowledge will be complimented by a fully-funded Masters programme to accompany 'on the job' experience and complemented by a series of development opportunities including masterclasses, personal development and training, immersive learning through simulations, involvement in group learning and participation in a Pan-Wales improvement project.

DUTIES/RESPONSIBILITIES:

Each host organisation will provide a programme of roles and placements once a trainee has been appointed to the programme. Trainees will undertake 2-3 work-based placements within one NHS Wales organisation, responsible for a range of duties and accountabilities during their training period to develop both their knowledge and understanding of NHS Wales. It is expected that the level of responsibility and degree of difficulty / complexity of the work required from trainees will increase over the duration of the programme. Job roles will vary depending on the host organisation; however each will have the following features:

- Proactively create and maintain positive and professional working relationships with a wide range of stakeholders, at all levels, identifying connections, bringing people together to develop mutual respect and trust. Alongside host organisation stakeholders, the role will encompass collaboration with NHS organisations, Welsh Government and other public sector organisations.
- Ability to communicate in a clear, constructive, considerate and engaging manner, demonstrating positivity and enthusiasm towards work that encourages others to do the same. This involves exchanging complex and potentially contentious information where barriers to understanding or acceptance may exist.
- Attention to detail using complex and sensitive information / situations requiring analysis and interpretation, using judgement to deliver a range of options as potential solutions with a recommended way forward. This will involve being responsible for one or more information systems, accountable for maintaining, managing and developing the directorate system/s, including producing reports and business cases, assessing risks and identifying impacts whilst assuring adherence to policies and procedures.
- Mature understanding and awareness of the main health and well-being issues facing the local communities and observe and conclude on the characteristics of successful partnership working. This could include carrying out research using several sources, observing and contributing to the organisation's formal business or partnership meetings including board level activities.
- Act on own initiative, guided by principles and occupational policies to plan and organise a broad range of complex activities; developing and adjusting plans or strategies, adopting creative and innovative ways of working. .
- Cultivate, develop, plan, organise and implement a significant service improvement project/s, both nationally and locally, which seeks to change systems to support creative, innovative and improved patient services.
- Develop, supervise and monitor internal services, protocols, systems and procedures, proposing changes to working practices that ensure a better quality and efficiency of services. This could include being an authorised signatory for travel arrangements, meeting expenses and project budget. Accountable for holding a budget, supporting the delivery of service improvements, being astute in the organisation and management of a range of resources.
- Support the implementation and operation of medical/clinical processes in compliance with current systems and regulations, eg. service reviews, workforce and job plan reviews, safety and clinical governance systems, e-health activities, care pathway and care transfer reviews.

- Contribute to the operation and improvement of local/department information systems for patient appointments/services and data recording (eg patient lists), provision of patient focused services, which includes clinical pathways and patient related issues such as comments and complaints.
- Undertake day to day supervision and management of staff responsible for developing, monitoring and motivating of staff so they work to their maximum potential, through the use of a compassionate and collective leadership approach. Management of activities for direct reports include allocation of work, sickness returns, personal development, holiday, disciplinary, etc.
- Execute mandatory tasks required in relation to NHS performance management systems including responsibility for carrying out performance management for members of own team and personal development plans.

Personal Development

As a trainee of the NHS Wales General Management Graduate Programme, you will be expected to develop a range of personal and professional skills as an integral part of your successful performance in the job. This aspect of performance will be assessed during the formal review stages of the programme, taking personal responsibility to manage own personal and professional development. Trainees will be supported through formal activities, opportunistic events and be guided by their host organisation Graduate Lead.

During the two-year programme the individual will be responsible for:

- Studying and completing their Masters degree Programme.
- Completion of Improving Quality Together Silver Programme
- Participating in skills workshops, action learning activities and other Graduate Management programme events.
- Reflecting and assessing personal development needs in discussion with their graduate lead and mentor. Spotting areas for action to identify new learning experiences and shadowing opportunities. Working with the graduate lead and mentor to balance personal development and delivery of work-related performance targets.

PERSON SPECIFICATION

The knowledge to be measured is the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

NOTE: Please do not use the number of years experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post. Essential criteria must not state “or willing to work towards” any qualification.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Qualified to Degree level having attained or be predicated to achieve a minimum of a 2:2 in any discipline</p> <p>Notes:</p> <ul style="list-style-type: none"> - <i>predicted grade awards need to be confirmed no later than July 2023</i> - <i>there is no time limit in place about when the degree was originally completed</i> 		<p>Application form</p> <p>Pre employment checks</p>
Experience	<p>Building effective relationships and collaborative working within a team or group of people.</p> <p>Working with a range of different people from different backgrounds and interests.</p> <p>Carrying out research using a range of different sources, analysing them to identify key themes/issues, producing reports and recommendations.</p>	Knowledge of NHS	Interview
Aptitude and Abilities	<p>Excellent communication and numerical skills, both written and verbal</p> <p>Capability to be agile and resilient, able to prioritise and work to deadlines and under pressure</p> <p>Planning and organisational skills,</p>	Ability to speak Welsh	<p>Application Form</p> <p>Online Tests</p> <p>Assessment Centre</p>

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	<p>developing creative and innovative solutions</p> <p>Able to work as part of a team, demonstrating tact and diplomacy when working with others</p> <p>Effective influencing and negotiating skills</p> <p>Ability to analyse complex data and identify key issues / themes from a range of different sources</p> <p>Drive, initiative and ability to be proactive with determination to delivery improvements and results</p> <p>Computer literate to a competent degree, being able to interpret and manipulate data to produce reports / recommendations</p> <p>Has insight into own strengths and weaknesses</p> <p>Willingness to travel as required</p>		Interview
Personal Qualities	<p>Compassionate & collaborative</p> <p>Agile & resilient</p> <p>Curious with an improvement mindset</p> <p>Passionate & motivated</p>		<p>Application Form</p> <p>Online Tests</p> <p>Assessment Centre</p> <p>Interview</p>
Other	<p>Must be able to work in the UK without any restrictions.</p> <p>Ability to travel within geographical area and be flexible to meet the demands of the service.</p>		<p>Application form</p> <p>Interview</p> <p>Pre employment checks</p>

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of HEIW are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees 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:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers 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.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **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

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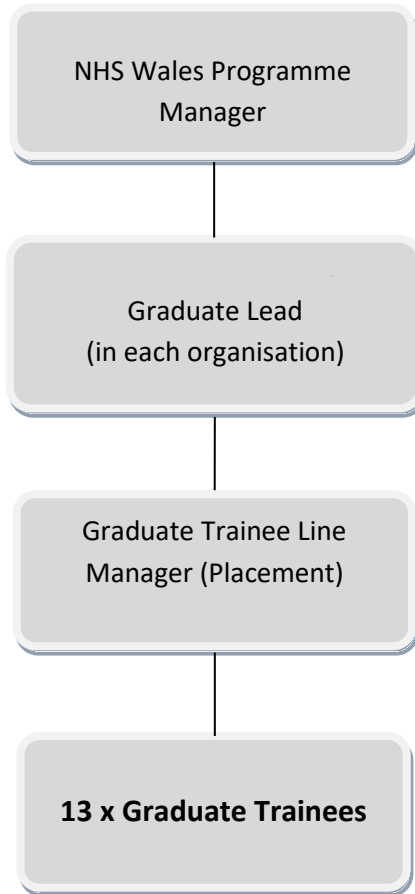
cases include access to personal information relating to service users.

- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the organisation Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the organisation to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The organisation is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation 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 any 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 organisations Disciplinary Policy.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. 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 the content of and consistently observing HEIW/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all HEIW/Trust sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: *General Management Graduate Trainee*

Organisational Chart



Job Title: *General Management Graduate Trainee*

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Sitting for prolonged periods whilst working at a desk	Daily	Up to several hours at a time	
Lifting and moving equipment for office/presentations/meetings	At least weekly	Up to 1 hour	The frequency of this will be varied depending on the requirements

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Walking between offices/rooms/floors/attending other sites for meetings	At least weekly	Up to several hours a week	The frequency of this will be varied depending on the requirements
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Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Concentration to examine, interpret, assimilate and record sometimes complex themes through detailed meeting minutes, collating important data, writing reports, etc.	Daily	This may vary depending on project	The frequency of this will be varied depending on the requirements
Concentration to explore, understand and produce Masters assignments linked to work-based projects	Weekly	This may vary depending on project/assignment	
Responding to phone calls and queries from staff, colleagues and external clients.	Daily	Call times may vary	

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Dealing with challenging / adverse information and feedback from members of staff and potentially external clients	Weekly	Up to an hour	
May have indirect exposure to distressing information in correspondence from external sources.	Occasionally	Short period of time	

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Working in an office environment with long periods of VDU use	Daily	Several hours a day	Able to take breaks
Travel between buildings / sites	Weekly	This may vary depending on project	The frequency of this will be varied depending on the requirements