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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

**Band 9 - Cyfarwyddwr Grŵp
Gofal Gweithredol**

**Darllen y Swydd Ddisgrifiad yn
Gymraeg**

**Band 9 - Operational Care Group
Director**

**Read the Job Description in
English**



Bwrdd Iechyd Prifysgol
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TEITL Y SWYDD: Cyfarwyddwr Grŵp Gofal Gweithredol

Band: 9

TROSOLWG O'R SWYDD:

Bydd deiliad y swydd yn meddiannu'r rôl arweinyddiaeth uwch o fewn y Grŵp Gofal, gan arfer ymreolaeth, awdurdod a dylanwad sylweddol ar wneud penderfyniadau strategol. Byddant yn rhannu atebolrwydd gyda'r Cyfarwyddwr Gweithredol am sicrhau bod llywodraethu ansawdd, sicrwydd a rheoli risg glinigol yn cael eu cyflawni'n effeithiol ar draws y Grŵp Gofal. Mae hyn yn cynnwys cyfrifoldeb cyffredinol am gyflawni dyletswyddau statudol a rheoleiddiol, yn enwedig y rhai sy'n ymwneud â Chwynion, Digwyddiadau ac Iawndal GIG Cymru, a sicrhau bod systemau llywodraethu cadarn, tryloyw a chydymffurfiol yn cael eu cymhwyso'n gyson i gynnal y safonau uchaf o ran diogelwch a gofal cleifion.

Cyfrifoldebau allweddol

- Darparu arweinyddiaeth strategol a gweithredol ar gyfer pob gwasanaeth o fewn portffolio'r Grŵp Gofal, gan sicrhau eu bod yn ddiogel, oansawdd uchel, yn effeithlon, ac yn cyd-fynd ag anghenion iechyd y boblogaeth. Byddant yn arwain rhaglenni trawsnewid gwasanaethau a chynaliadwyedd, gan gynnwys datblygu a gweithredu cynlluniau strategol a gweithredol tymor canolig a blynyddol, gan sicrhau bod gwasanaethau'n parhau i fod yn ymatebol, yn effeithiol, ac yn gwella'n barhaus.
- Arwain a hyrwyddo diwylliant o welliant parhaus, trwy arweinyddiaeth dosturiol, cynhwysiant a diogelwch seicolegol. Chwarae rhan allweddol wrth lunio a chynnal diwylliant sefydliadol cadarnhaol, sy'n cael ei yrru gan werthoedd, sy'n cefnogi lles, ymgysylltiad a pherfformiad uchel staff ar draws y Grŵp Gofal.
- Darparu arweinyddiaeth broffesiynol, strategol a gweithredol arbenigol, gan sicrhau bod gwasanaethau'n darparu gofal o ansawdd uchel sy'n canolbwyntio ar y claf a bod anghenion cleifion, teuluoedd a'r gymuned ehangach yn cael blaenoriaeth. Dal cyfrifoldeb cynhwysfawr am arweinyddiaeth y gweithlu, gan gynnwys cyd-fynd â deddfwriaeth a safonau gwasanaeth, a chyflawni cyfrifoldeb rheoli llinell llawn. Mae hyn yn cynnwys ymgymryd â'r ystod lawn o swyddogaethau'r gweithlu megis recriwtio, gwerthuso, rheoli perfformiad, prosesau disgyblu a chwyno ar gyfer sawl tîm amrywiol.
- Yn cymryd rhan yn y rota Ar Alwad Aur, ac yn dirprwyo ar ran y Cyfarwyddwr Gweithredol yn ôl yr angen, gan sicrhau parhad arweinyddiaeth a gwneud penderfyniadau o fewn y portffolio.

Yn gyfrifol i'r canlynol:

Yn adrodd i:

Yn atebol i:

Yn broffesiynol i:

Prif Ddyletswyddau a Chyfrifoldebau

Cynllunio a Dylunio

- Yn arwain trawsnewid gwasanaethau a chynaliadwyedd ar draws y Grŵp Gofal trwy ddatblygu a chyflawni cynlluniau strategol a gweithredol blynyddol a thymor canolig. Goruchwylio rheoli perfformiad y cynlluniau hyn i sicrhau bod gwasanaethau'n parhau i fod yn ymatebol, yn effeithlon, ac yn cyd-fynd ag anghenion iechyd y boblogaeth.
- Ymgymryd â dadansoddiad arbenigol o faterion cymhleth, sensitif ac yn aml yn ddadleuol, gan ddatblygu atebion ymarferol ac ymarferol sy'n gofyn am feddwl strategol, tactegol a chreadigol, gan arfer barn annibynnol i flaenoriaethu rhaglenni gwaith ymhlith gofynion cystadleuol a gwneud penderfyniadau awdurdodol sy'n dylanwadu'n uniongyrchol ar ddylunio a darparu gwasanaethau.
- Cyfrifoldeb am bortffolio strategol dynodedig ar ran y Cyfarwyddwr Gweithredol, gan arwain y cyfeiriad hirdymor, y blaenoriaethau a'r agenda gwella gwasanaethau ar draws y Bwrdd Iechyd. Arwain y gwaith o lunio a chyflawni cynlluniau strategol ar gyfer perfformiad gweithredol o fewn y Grŵp Gofal, gan gynnwys gweithredu Fframwaith y Bobl.
- Sicrhau llif cleifion gorau posibl ar draws y Grŵp Gofal drwy ddadansoddi galw, capasiti, cyfyngiadau llwybrau a phroblemau mynediad, a gwneud penderfyniadau gweithredol a strategol i gefnogi lles cleifion a thriniaeth amserol. Sicrhau bod yr holl amcanion perfformiad yn cael eu cyflawni yn unol â'r bwriad strategol y cytunwyd arno ac o fewn yr adnoddau sydd ar gael, gan ddylanwadu'n uniongyrchol ar ansawdd, cynaliadwyedd ac effeithiolrwydd y ddarpariaeth gwasanaeth.
- Datblygu, gweithredu a chynnal system ymgysylltu effeithiol â chleifion a'r gymuned sy'n sicrhau bod barn, profiadau a blaenoriaethau'r boblogaeth leol yn cael eu casglu'n systematig a'u defnyddio i lywio, dylanwadu a gwella'r ffordd y caiff gofal ei gynllunio a'i ddarparu. Mae hyn yn cynnwys creu mecanweithiau strwythuredig ar gyfer ymgysylltu a sicrhau bod y dysgu o'r gweithgareddau hyn yn llywio datblygiad gwasanaethau'n uniongyrchol.

Gwella, Monitro, Datblygu Polisi/Gwasanaeth

- Arwain y gwaith o ddatblygu, dehongli a gweithredu polisi ar draws y Grŵp Gofal, gan gynnwys trosi deddfwriaeth genedlaethol, gofynion rheoleiddio a blaenoriaethau strategol yn fentrau gwella gwasanaethau lleol. Sicrhau bod polisiau newydd a rhai sy'n bodoli eisoes yn cael eu hymgorffori mewn arferion gweithredol er mwyn darparu gofal o ansawdd uchel, sy'n seiliedig ar dystiolaeth, ac sy'n canolbwyntio ar y claf.
- Darparu arweinyddiaeth strategol i ymgorffori diwylliant o wella ansawdd yn barhaus, gan feithrin arloesedd a throsi mewnwelediadau, ymchwil a deallusrwydd perfformiad yn welliannau mesuradwy mewn canlyniadau cleifion a darparu gwasanaethau. Datblygu a chynnal rhwydweithiau a phartneriaethau strategol o fewn a thu allan i'r Bwrdd Iechyd i ddylanwadu ar gyfeiriad gofal yn y dyfodol, hyrwyddo arloesedd, ac arwain newid trawsnewidiol.
- Sicrhau bod lefelau staffio yn bodloni gofynion statudol, rheoleiddiol, a phenodol i'r gwasanaeth. Cynghori'r Cyfarwyddwr Gweithredol a Chlinigol am unrhyw risgiau, bylchau neu bwysau ar y gweithlu sy'n dod i'r amlwg, gan argymhell lliniaru priodol i sicrhau trefniadau staffio diogel, effeithiol a chydymffurfiol.
- Cyfrifoldeb ac atebolrwydd am ddatblygu, gweithredu a chynnal system rheoli perfformiad gweithredol gynhwysfawr, gan sicrhau eglurder rolau, cyfrifoldebau a disgwyliadau perfformiad ar draws y Grŵp Gofal. Mae hyn yn cwmpasu goruchwyliaeth o systemau TG penodol i ofal sy'n ofynnol i gefnogi monitro perfformiad a llywodraethu.

- Gweithio mewn partneriaeth â chydweithwyr clinigol uwch i ddatblygu cynlluniau addysg, ymchwil a datblygu sefydliadol sy'n cefnogi twf proffesiynol a gallu'r gweithlu. Gan gynnwys cefnogi timau clinigol i sefydlu a chynnal systemau llywodraethu clinigol cadarn sy'n sicrhau gwasanaethau gofal o ansawdd uchel, diogel, ac sy'n canolbwyntio ar y claf.
- Sicrhau cydymffurfiaeth â safonau cenedlaethol a lleol, goruchwylio gofynion hyfforddi staff, a hyrwyddo diwylliant o ddiogelwch, cydraddoldeb, a gwelliant parhaus. Darparu arweinyddiaeth ar gyfer sicrhau risg drwy sicrhau prosesau cadarn ar gyfer nodi, asesu a rheoli risgiau gweithredol. Cynnal a goruchwylio'r gofrestr risg, gan sicrhau cynnydd amserol, lliniaru effeithiol a chyd-fynd â fframweithiau llywodraethu a gofynion polisi'r Bwrdd Iechyd.

Cyfathrebu

Cyfathrebu Strategol ac Ymgysylltu

- Darparu cyngor strategol awdurdodol i glinigwyr uwch a thimau aml-broffesiynol, gan sicrhau bod materion gwasanaeth cymhleth, cynigion ailgynllunio, a phenderfyniadau strategol yn cael eu deall yn glir a'u mynegi'n gyson.
- Arwain ymgysylltiad â rhanddeiliaid clinigol, gweithredol a chorfforaethol i sicrhau dealltwriaeth, aliniad a chefnogaeth ar gyfer newidiadau arfaethedig, gan liniaru gwrthdaro ac ymdrin â phryderon mewn modd cytbwys sy'n seiliedig ar dystiolaeth.
- Cyflwyno datblygiadau gwasanaeth cymhleth i gynulleidfaoedd mewnol ac allanol, gan gynnwys staff, partneriaid Undebau Llafur, cleifion, a grwpiau cyhoeddus, gan addasu dulliau cyfathrebu i gyd-fynd â sefyllfaoedd emosiynol neu ddadleuol iawn.
- Cyfleu gwybodaeth hynod gymhleth, sensitif, ac yn aml yn ddadleuol i glinigwyr uwch, timau aml-broffesiynol, a rhanddeiliaid allanol, yn aml mewn sefyllfaoedd lle mae rhwystrau sylweddol, blaenoriaethau clinigol gwahanol, neu wrthwynebiad cryf i newid. Defnyddio sgiliau rhyngpersonol, dylanwadu, negodi a datrys gwrthdaro uwch i reoli trafodaethau mewn amgylcheddau gelyniaethus neu emosiynol iawn, egluro cynigion ailgynllunio gwasanaethau cymhleth, ac ymdrin â phryderon wrth gynnal proffesiynoldeb, awdurdod a pherthnasoedd adeiladol.

Arweinyddiaeth Newid ac Ailgynllunio Gwasanaeth

- Arwain timau clinigol drwy brosesau newid cymhleth, gan sicrhau bod gwneud penderfyniadau yn dryloyw, yn seiliedig ar dystiolaeth, ac yn cyd-fynd ag amcanion strategol a pholisi cenedlaethol y Bwrdd Iechyd.
- Hwyluso deialog broffesiynol lle mae barn yn amrywio, gan gefnogi adeiladu consensws a chynnal momentwm ar gyfer gwelliant.
- Darparu arweinyddiaeth gredadwy wrth ddatblygu, negodi a chyflawni cynigion ailddylunio gwasanaethau, gan sicrhau dogfennaeth gadarn o'r achos dros newid a mynegiant clir o fanteision, risgiau ac effeithiau.

Rheoli Perthnasoedd a Dylanwad

- Meithrin perthnasoedd cryf a pharchus ar draws Grwpiau Gofal, gan feithrin cydweithio, ymddiriedaeth a pherchnogaeth gyffredin o flaenoriaethau strategol.
- Defnyddiwch sgiliau dylanwadu a rhyngpersonol lefel uchel i reoli sefyllfaoedd lle mae gwrthwynebiad, gelyniaeth, neu anghytundeb proffesiynol sydd wedi hen ymgorffori, gan sicrhau bod trafodaethau'n parhau i fod yn adeiladol ac yn canolbwyntio ar ganlyniadau.

- Ymgysylltu'n rheolaidd ag uwch arweinwyr clinigol i ddatrys gwrthdaro, mynd i'r afael â phryderon, a chefnogi gweithio mewn partneriaeth effeithiol ar draws swyddogaethau clinigol a chorfforaethol.
- Arwain gyda deallusrwydd emosiynol, gan fodelu rôl yn gyson a meithrin gostyngeddwydd diwylliannol, cydraddoldeb a pharch, gan sicrhau bod profiadau bywyd defnyddwyr gwasanaeth a staff yn llunio dyluniad gwasanaethau yn weithredol ac yn ysgogi gwelliant parhaus.
- Yn atebol ac yn gyfrifol am sefydlu a chynnal systemau ar gyfer asesu barn ac adborth ar ansawdd y gwasanaethau a ddarperir ac am gynnwys staff, cleifion, eu teuluoedd/gofalwyr neu eu cynrychiolwyr mewn datblygu llwybrau gofal neu waith gwella gwasanaethau ar draws y bwrdd iechyd. Gwrando'n rhagweithiol ar safbwyntiau er mwyn gwella gwasanaethau.

Cyfathrebu â'r Cyhoedd a Rhanddeiliaid

- Cynrychioli'r Bwrdd Iechyd mewn fforymau cyhoeddus, digwyddiadau ymgysylltu cymunedol, a phrosesau ymgynghori sy'n cynnwys materion gwasanaeth emosiynol neu ddadleuol iawn.
- Arwain ymateb y Grŵp Gofal i arolygiadau, gan sicrhau cydlynu amserol, adolygiad trylwyr o ganfyddiadau, a gweithredu camau gweithredu. Darparu sicrwydd drwy lywodraethu cadarn, hyrwyddo dysgu a gwelliant, a chynnal cydymffurfiaeth â safonau rheoleiddio.
- Adrodd am unrhyw sefyllfa a allai beryglu gofal yn sylweddol i'r Cyfarwyddwr Gweithredol neu'r corff goruchwylio allanol a rhowch sicrwydd o gynlluniau cadarn i liniaru neu fynd i'r afael â phroblemau er mwyn sicrhau cydymffurfiaeth â safonau rheoleiddio.
- Cyfleu'r rhesymeg dros newid gwasanaethau clinigol yn glir ac yn sensitif, gan sicrhau bod y cyhoedd yn deall y gywyr strategol, gweithredol ac ansawdd ehangach ar gyfer newid. Darparu cefnogaeth uniongyrchol i gleifion a theuluoedd pan godir pryderon neu gwynion, gan sicrhau bod materion yn cael eu rheoli'n sensitif, yn brydlon, ac yn unol â pholisi'r sefydliad. Lle bo'n briodol, cynrychioli'r gwasanaeth mewn fforymau grwpiau cleifion i esbonio datblygiadau gwasanaeth, mynd i'r afael â phryderon, a chryfhau'r berthynas rhwng y Bwrdd Iechyd a'r gymuned y mae'n ei gwasanaethu.
- Ymateb yn dryloyw i bryderon a chwestiynau gan gleifion, gofalwyr, grwpiau cymunedol, a chynrychiolwyr etholedig, gan gynnal proffesiynoldeb mewn amgylcheddau heriol.
- Darparu, derbyn a dadansoddi gwybodaeth hynod gymhleth, sensitif a/neu ddadleuol. Bydd hyn ar lefel unigol, grŵp, a chenedlaethol ar lafar, yn ysgrifenedig neu drwy gyflwyniadau ac ar amrywiaeth o bynciau yn amrywio o faterion proffesiynol i adnoddau gweithlu a materion gweithredol. Bydd hyn yn cynnwys cynhyrchu adroddiadau ysgrifenedig o ansawdd uchel yn rheolaidd, gan gynnwys adroddiadau'r Bwrdd Rheoli neu weithredu fel yr arweinydd ar gyfer materion ymchwiliad, disgyblu ac ymddygiad proffesiynol cymhleth iawn a difrifol iawn dynodedig.
- Cydweithio â Phennaeth Cyfathrebu i hyrwyddo gwaith y grŵp gofal, gan sicrhau ymatebion cywir ac amserol i ymholiadau'r cyfryngau a chefnogi proffil cyhoeddus y sefydliad.
- Datblygu a chynnal partneriaethau effeithiol gydag undebau llafur a chyrrff proffesiynol, gan gynnig cyngor arbenigol i gefnogi cysylltiadau cadarnhaol â gweithwyr a gweithio ar y cyd neu roi tystiolaeth mewn tribiwnlysoedd ac ati.

Rheolaeth, Hyfforddiant ac Arweinyddiaeth

- Cael cyfrifoldeb rheoli llinell llawn dros sawl tîm amrywiol, gan ymgymryd â'r ystod llawn o swyddogaethau'r gweithlu, gan gynnwys recriwtio, dethol, gwerthuso, rheoli perfformiad, rheoli absenoldeb, prosesau disgyblu a chwyno, a datblygiad a chefnogaeth barhaus staff. Maent yn darparu arweinyddiaeth strategol a gweithredol i sicrhau rheolaeth ddiogel, o ansawdd uchel ac effeithlon o bob gwasanaeth o fewn y Grŵp Gofal, gan ddylanwadu'n uniongyrchol ar ganlyniadau iechyd y boblogaeth a safonau darparu gofal.
- Datblygu a chynnal amgylchedd gwaith cadarnhaol drwy hyrwyddo lefelau uchel o ymgysylltiad staff, gan sicrhau bod gan bob gweithiwr fynediad at werthusiadau ystyrlon, cyfleoedd datblygiad proffesiynol, a'r gefnogaeth sydd ei hangen i ddarparu gwasanaethau o ansawdd uchel. Wrth gynnal goruchwyliaeth o'r holl safonau clinigol a phroffesiynol o fewn eu meysydd cyfrifoldeb, cefnogi arweinwyr clinigol i fonitro cydymffurfiaeth a mynd i'r afael yn rhagweithiol â meysydd sy'n peri pryder er mwyn cadw gwasanaethau'n ddiogel.
- Atebolrwydd personol am gefnogi cydweithwyr arweinyddiaeth i gynnal goruchwyliaeth glir o bob mater diogelwch ac ansawdd, gan sicrhau bod polisiau diogelwch ac ansawdd y Bwrdd Iechyd ac unrhyw ganllawiau cysylltiedig a gyhoeddwyd gan Lywodraeth Cymru yn cael eu gweithredu'n effeithiol. Darparu arweinyddiaeth weladwy ac effeithiol, modelu gwerthoedd y Bwrdd Iechyd a sicrhau bod staff ar draws y system yn cael eu cefnogi i gyflawni amcanion strategol a gweithredol ar gyfer Gofal Wedi'i Gynllunio.

Cyllid a Chyllideb

- Goruchwyllo cyllidebau gwasanaeth lluosog ar draws y Grŵp Gofal, gan gyfrannu at osod cyllidebau a sicrhau bod y Grwpiau Gofal yn gweithredu o fewn yr adnoddau a neilltuwyd, yn cyrraedd targedau ariannol, ac yn alinio gwariant â blaenoriaethau strategol a gweithredol.
- Cynnal dadansoddiad manwl o wariant staff a gwariant nad yw'n staff, gan nodi cyfleoedd i leihau costau, asesu risgiau ariannol, a chefnogi cynllunio blynyddol a thymor canolig. Gweithredu a chynnal strwythurau llywodraethu a rheoli sy'n cefnogi darparu gwasanaethau o ansawdd uchel, ac mae'n ofynnol iddynt arfer barn annibynnol wrth argymhell cwrs gweithredu mewn sefyllfaoedd lle mae barn broffesiynol neu weithredol yn wahanol.
- Yn gyfrifol am reoli adnoddau'n weithredol yn effeithiol, gan sicrhau bod safonau perfformiad, disgwyliadau ansawdd, a thargedau ariannol yn cael eu cyrraedd o fewn y capasiti sydd ar gael. Datblygu a goruchwyllo fframwaith rheoli perfformiad cynhwysfawr sy'n mynegi'n glir rolau, cyfrifoldebau ac atebolrwydd ar gyfer cyflawni amcanion y Grŵp Gofal.
- Arwain datblygiad strategaethau gweithredol sy'n cefnogi cydbwysedd ariannol, moderneiddio gwasanaethau a'r gweithlu, a chyflawni targedau cenedlaethol a lleol yn unol â'r Fframwaith Ansawdd a Diogelwch. Mae'r rôl yn cynnwys dadansoddi data perfformiad a gweithgaredd cymhleth i asesu cynnydd yn erbyn cyfeiriad strategol a chynghori'r Bwrdd ar addasiadau neu newidiadau gofynnol yn y ffordd y darperir gwasanaethau.

Digidol a Gwybodaeth

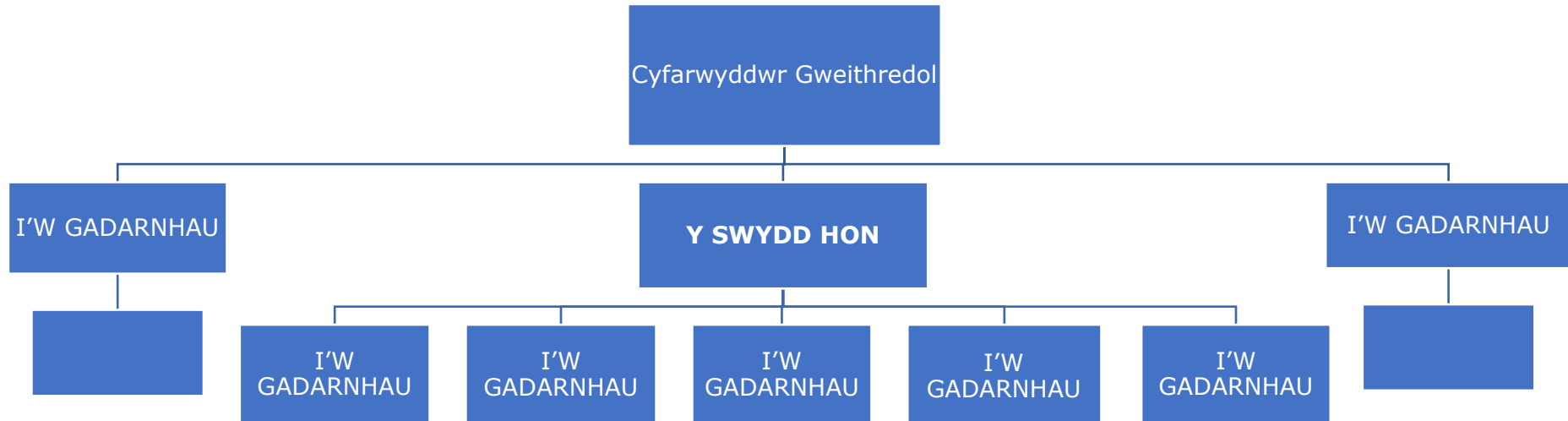
- Cymhwysu sgiliau dadansoddi a barnu datblygedig iawn i ddehongli, cymharu a gwerthuso ystod eang o wybodaeth gymhleth ac aml-ffactor. Mae hyn yn cynnwys defnyddio a chael mynediad at dechnegau dadansoddi uwch fel cynllunio senarios, modelu, rhaglennu llinol, meincnodi, dadansoddi cymharol ac aml - amrywiad, a rhagamcanion galw a chapasiti i nodi amrywiad perfformiad, gwneud diagnosis o achosion sylfaenol, a phennu cyfleoedd i wella gwasanaethau.

- Darparu arweinyddiaeth strategol wrth gyflwyno technolegau digidol a dadansoddeg data newydd a phresennol, gan sicrhau bod systemau gwybodaeth yn cael eu defnyddio i yrru gwelliant mewn gwasanaethau, effeithlonrwydd gweithredol a gwneud penderfyniadau gwybodus.
- Goruchwylio llywodraethu, optimeiddio ac integreiddio systemau gwybodaeth lluosog ar lefel adrannol neu sefydliadol, gan sicrhau cydymffurfiaeth â diogelwch data, safonau rheoleiddio a gofynion rhyngweithredu.
- Hyrwyddo arloesedd a thrawsnewid digidol, gan ymgorffori offer adrodd uwch, llwyfannau deallusrwydd busnes, a dadansoddeg ragfynegol i gefnogi cynllunio a monitro perfformiad sy'n seiliedig ar dystiolaeth.
- Meithrin diwylliant o lythrennedd digidol a hyder mewn data, gan ddarparu arweiniad a mentora i uwch arweinwyr a thimau clinigol ar ddefnyddio technoleg a dadansoddeg yn effeithiol wrth wneud penderfyniadau.

Ymchwil a Datblygu. Gwerthuso ac Archwilio

- Arwain a goruchwylio'r cynllun archwilio a sicrwydd rhwng y Grŵp Gofal a'r Bwrdd, gan sicrhau gwelededd ansawdd, diogelwch a chydymffurfiaeth o ofal rheng flaen i lefel y Bwrdd. Darparu adrodd tryloyw, yn seiliedig ar dystiolaeth i sicrhau cydymffurfiaeth reoleiddiol a meithrin diwylliant o agoredrwydd, dysgu a gwelliant parhaus.
- Cynnal meincnodi yn erbyn Byrddau Iechyd ac Ymddiriedolaethau eraill i werthuso modelau gofal sy'n dod i'r amlwg ac arfer arloesol, gan sicrhau bod datblygiadau gwasanaeth yn adlewyrchu'r dystiolaeth ddiweddaraf a'r dysgu ar draws y system. Mae deiliad y swydd hefyd yn gwerthuso data profiad cleifion, themâu cwynion, gwybodaeth am bryderon, a gwybodaeth ehangach i sicrhau bod gwasanaethau'n parhau i ganolbwyntio ar lesiant y boblogaeth a chanlyniadau o ansawdd.
- Sicrhau bod prosesau cadarn ar waith ar gyfer adolygu a gwerthuso gwasanaethau'n barhaus, gan gynnwys archwiliadau ffurfiol, arolygon, ymchwiliadau ac asesiadau ansawdd, er mwyn sicrhau'r cydbwysedd gorau posibl rhwng lles y gymuned, darparu gwasanaethau clinigol integredig ac arfer gorau sy'n seiliedig ar dystiolaeth.

Cymwysterau a Gwybodaeth Hanfodol	Dymunol	Profiad Hanfodol	
<p>Addysg hyd at lefel Meistr neu brofiad arbenigol cyfatebol ynghyd â'r canlynol:</p> <ul style="list-style-type: none"> Gwybodaeth helaeth am strwythurau'r GIG, fframweithiau cynllunio strategol, prosesau llywodraethu, a gyrwyr polisi cenedlaethol Dealltwriaeth fanwl o ddarpariaeth y gweithlu, y gweithlu, neu'r grŵp gwasanaeth o fewn amgylchedd gofal iechyd cymhleth. Gwybodaeth ddatblygedig iawn am dulliau gwella ansawdd a dulliau ailgynllunio gwasanaethau. Dealltwriaeth gynhwysfawr o gynllunio ariannol, rheoli risg, rheoli perfformiad a dyrannu adnoddau. Gwybodaeth ymarferol am drawsnewid digidol, llywodraethu data, a defnyddio offer deallusrwydd busnes. (e.e., ILM, MBA, Achrediad Hyfforddi). Hyfforddiant ffurfiol mewn methodolegau rheoli newid (e.e., PRINCE2, Lean, Six Sigma). 	<p>Cymhwyster ôl-raddedig mewn arweinyddiaeth gofali iechyd, gwella ansawdd</p>	<p>Profiad sylweddol o weithredu ar lefel uwch reolwr neu arweinyddiaeth o fewn sefydliad mawr a chymhleth. Hanes profedig o arwain rhaglenni strategol, cyflawni newid sefydliadol a chyflawni canlyniadau gwella gwasanaethau mesuradwy.</p> <p>Profiad o reoli timau sy'n perfformio'n dda, gan gynnwys hyfforddi, rheoli perfformiad a datblygu talent. Profiad profedig o ddylanwadu ar uwch randdeiliaid, clinigwyr, swyddogion gweithredol a phartneriaid allanol.</p> <p>Profiad o ddatblygu achosion busnes cymhleth, adroddiadau strategol, asesiadau risg a phapurau ar lefel y Bwrdd. Profiad o ddechongli, dadansoddi a chyflwyno data cymhleth i lywio gwneud penderfyniadau. Profiad amlwg o reoli cyllidebau, adnoddau a chynlluniau gweithredol mawr.</p>	
Doniau a Galluoedd – Hanfodol		Dymunol	Hanfodol Arall
<p>Glynu wrth Werthoedd ac Ymddygiadau PBA a gallu eu dangos.</p> <ul style="list-style-type: none"> Sgiliau dadansoddol, cysyniadol a meddwl beirniadol eithriadol. Sgiliau cyfathrebu strategol datblygedig iawn (ysgrifenedig, llafar, cyflwyniadol a rhyngbersonol). Hyfedredd yn y gyfres lawn o raglenni Microsoft Office (Word, Excel, Access, PowerPoint). Y gallu i werthuso materion cymhleth, asesu risg a chynnig argymhellion clir, yn seiliedig ar dystiolaeth, i ddylanwadu a negodi ar lefel weithredol a chlinigol uwch. Yn gallu rheoli sawl blaenoriaeth o dan bwysau, gan gynnal safonau perfformiad uchel. Gallu uwch i ddechongli data, nodi tueddiadau, a chymhwyso mewnwelediadau i ailgynllunio gwasanaethau neu wella ansawdd. Y gallu i arwain a chymell timau amlddisgyblaethol drwy ansicrwydd a newid, sgiliau trefnu a chynllunio cryf, gan gynnwys cyflawni rhaglenni strategol hirdymor. Dangos arweinyddiaeth dosturiol, gynhwysol, ac sy'n cael ei gyrru gan werthoedd, sy'n cyd-fynd â gwerthoedd GIG Cymru Gallu profedig i herio arferion yn adeiladol a gyrru gwelliant parhaus. 		<p>Mae sgiliau iaith Gymraeg yn ddymunol ar lefelau 1 i 5 o ran deall, siarad, darllen ac ysgrifennu.</p>	<p>Yn gallu teithio o fewn ardal ddaearyddol. Yn gallu gweithio oriau hyblyg.</p>



JOB TITLE: Operational Care Group Director

Band: 9

JOB OVERVIEW:

The post holder will occupy a senior leadership role within the Care Group, exercising significant autonomy, authority, and strategic decision-making influence. They will share accountability with the Executive Director for ensuring the effective delivery of quality governance, assurance, and clinical risk management across the Care Group. This includes overarching responsibility for meeting statutory and regulatory duties, particularly those relating to NHS Wales Complaints, Incidents and Redress, and ensuring that robust, transparent, and compliant governance systems are consistently applied to uphold the highest standards of safety and patient care.

Key responsibilities

- Provide strategic and operational leadership for all services within the Care Group portfolio, ensuring they are safe, high-quality, efficient, and aligned with the health needs of the population. They will lead service transformation and sustainability programmes, including the development and implementation of medium-term and annual strategic and operational plans, ensuring services remain responsive, effective, and continually improving.
- Lead and champion a culture of continuous improvement, through compassionate leadership, inclusion, and psychological safety. Play a pivotal part in shaping and sustaining a positive, values-driven organisational culture that supports staff wellbeing, engagement, and high performance across the Care Group.
- Provide expert professional, strategic, and operational leadership, ensuring that services deliver high-quality, patient-centred care and that the needs of patients, families, and the wider community are prioritised. Holding comprehensive responsibility for workforce leadership, including alignment with legislation and service standards, and exercising full line management responsibility. This includes undertaking the full range of workforce functions such as recruitment, appraisal, performance management, disciplinary and grievance processes for several diverse teams.
- Participates in the Gold On-Call rota, and deputising for the Executive Director as required, ensuring continuity of leadership and decision-making within the portfolio.

Responsible to:

Reporting:	Accountable:	Professionally:

Main Duties & Responsibilities

Planning and Design

- Leads service transformation and sustainability across the Care Group through the development and delivery of annual and medium-term strategic and operational plans. Overseeing the performance management of these plans to ensure that services remain responsive, efficient, and aligned to the health needs of the population.
- Undertake expert analysis of highly complex, sensitive, and often contentious issues, developing practical and workable solutions that require strategic, tactical, and creative thinking exercising independent judgement to prioritise work programmes amid competing demands and makes authoritative decisions that directly influence service design and delivery.
- Responsibility for a designated strategic portfolio on behalf of the Executive Director, leading the long-term direction, priorities, and service improvement agenda across the Health Board. Leading the formulation and delivering strategic plans for operational performance within the Care Group, including implementation of the People's Framework.
- Ensuring optimal patient flow across the Care Group by analysing demand, capacity, pathway constraints and access issues, and taking operational and strategic decisions to support patient wellness and timely treatment. Ensuring all performance objectives are met in line with the agreed strategic intent and within available resources, directly influencing the quality, sustainability, and effectiveness of service provision.
- Develop, implement, and maintain an effective patient and community engagement system that ensures the views, experiences, and priorities of the local population are systematically captured and used to inform, influence, and improve the way care is designed and delivered. This includes creating structured mechanisms for engagement and ensuring that the learning from these activities directly shapes service development.

Improvement, Monitoring, Policy/Service Development

- Lead the development, interpretation, and implementation of policy across the Care Group, including translating national legislation, regulatory requirements, and strategic priorities into local service improvement initiatives. Ensure that new and existing policies are embedded into operational practice to deliver high-quality, evidence-based, and patient-centred care.
- Provide strategic leadership to embed a culture of continuous quality improvement, fostering innovation and converting insights, research, and performance intelligence into measurable enhancements in patient outcomes and service delivery. Develop and sustain strategic networks and partnerships within and outside the Health Board to influence the future direction of care, champion innovation, and lead transformational change.
- Ensure that staffing levels meet statutory, regulatory, and service-specific requirements. Advise the Executive and Clinical Director of any emerging risks, gaps, or workforce pressures, recommending appropriate mitigation to ensure safe, effective, and compliant staffing arrangements.
- Responsibility and accountability for the development, implementation, and maintenance of a comprehensive operational performance management system, ensuring clarity of roles, responsibilities, and performance expectations across the Care Group. This encompasses the oversight of care-specific IT systems required to support performance monitoring and governance.

- Work in partnership with senior clinical colleagues to develop education, research, and organisational development plans that support professional growth and workforce capability. Including supporting clinical teams to establish and maintain robust clinical governance systems that secure high-quality, safe, and patient-centred care services.
- Ensure compliance with national and local standards, oversee staff training requirements, and promote a culture of safety, equality, and continuous improvement. Provide leadership for risk assurance by ensuring robust processes for identifying, assessing, and managing operational risks. Maintain and oversee the risk register, ensuring timely escalation, effective mitigation and alignment with Health Board governance frameworks and policy requirements.

Communication

Strategic Communication & Engagement

- Provide authoritative strategic advice to senior clinicians and multi-professional teams, ensuring complex service issues, redesign proposals, and strategic decisions are clearly understood and consistently articulated.
- Lead engagement with clinical, operational, and corporate stakeholders to secure understanding, alignment, and support for planned changes, mitigating conflict and addressing concerns in a balanced and evidence-based manner.
- Present complex service developments to internal and external audiences, including staff, Trade Union partners, patients, and public groups, adapting communication approaches to suit highly emotive or contentious situations.
- communicate highly complex, sensitive, and often contentious information to senior clinicians, multi-professional teams, and external stakeholders, frequently in situations where there are significant barriers, differing clinical priorities, or strong resistance to change. Using advanced interpersonal, influencing, negotiation, and conflict-resolution skills to manage discussions in hostile or highly emotive environments, explain complex service redesign proposals, and address concerns while maintaining professionalism, authority, and constructive relationships.

Change Leadership & Service Redesign

- Guide clinical teams through complex change processes, ensuring decision-making is transparent, evidence-informed, and aligned to Health Board strategic objectives and national policy.
- Facilitate professional dialogue where opinions diverge, supporting consensus building and maintaining momentum for improvement.
- Provide credible leadership in the development, negotiation, and delivery of service redesign proposals, ensuring robust case-for-change documentation and clear articulation of benefits, risks, and impacts.

Relationship Management & Influence

- Build strong, respectful relationships across Care Groups, fostering collaboration, trust, and shared ownership of strategic priorities.
- Use high-level influencing and interpersonal skills to manage situations where there is opposition, hostility, or entrenched professional disagreement, ensuring discussions remain constructive and outcome-focused.

- Engage regularly with senior clinical leaders to resolve conflict, address concerns, and support effective partnership working across clinical and corporate functions.
- Lead with emotional intelligence, consistently role-modelling and embedding cultural humility, equity, and respect, while ensuring that the lived experiences of service users and staff actively shape service design and drive continuous improvement.
- Accountable and responsible for establishing and maintaining systems for assessing views and feedback on the quality of services provided and for involving staff, patients, their families/carers or their representatives in pathway development or service improvement work across the health board. Proactively listen to views in order to improve services.

Public and Stakeholder Communication

- Represent the Health Board in public forums, community engagement events, and consultation processes involving highly emotive or contentious service issues.
- Lead the Care Group's response for inspections, ensuring timely coordination, thorough review of findings, and implementation of actions. Provide assurance through robust governance, promote learning and improvement, and maintain compliance with regulatory standards.
- Report any situation that may significantly compromise care to the Executive Director or external oversight body and provide assurance of robust plans to mitigate or address issues to ensure compliance with regulatory standards.
- Communicate the rationale for clinical service change clearly and sensitively, ensuring the public understand the broader strategic, operational, and quality drivers for change. Providing direct support to patients and families when concerns or complaints are raised, ensuring issues are managed sensitively, promptly, and in accordance with organisational policy. Where appropriate, represent the service in patient group forums to explain service developments, address concerns, and strengthen the relationship between the Health Board and the community it serves.
- Respond transparently to concerns and questions from patients, carers, community groups, and elected representatives, maintaining professionalism in challenging environments.
- Provide, receive and analyse highly complex, sensitive and/or contentious information. This will be at individual, group, and national level in verbal, written or presentation formats and on a variety of subjects ranging from professional issues to workforce resources and operational issues. This will include regularly producing high quality written reports, including Management Board reports or acting as the lead for designated highly complex, very serious investigation, disciplinary and professional conduct issues.
- Collaborate with the Head of Communications to promote the Care Group's work, ensuring accurate and timely responses to media enquiries and supporting the organisation's public profile.
- Develop and maintain effective partnerships with trade unions and professional bodies, offering expert advice to support positive employee relations and collaborative working or giving evidence at tribunals etc.

Management, Training & Leadership

- Hold full line-management responsibility for several diverse teams, undertaking the complete range of workforce functions, including recruitment, selection, appraisal, performance management, absence management, disciplinary and grievance processes, and the

ongoing development and support of staff. They provide strategic and operational leadership to ensure the safe, high-quality, and efficient management of all services within the Care Group, directly influencing population health outcomes and care delivery standards.

- Developing and sustaining a positive working environment by promoting high levels of staff engagement, ensuring all employees have access to meaningful appraisal, professional development opportunities, and the support required to deliver high-quality services. Whilst maintaining oversight of all clinical and professional standards within their areas of responsibility, supporting clinical leaders to monitor compliance and proactively address areas of concern to keep services safe.
- Personal accountability for supporting leadership colleagues in maintaining clear oversight of all safety and quality issues, ensuring the effective implementation of Health Board safety and quality policies and any associated guidance issued by Welsh Government. Providing visible and effective leadership, modelling Health Board values and ensuring that staff across the system are supported to achieve strategic and operational objectives for Planned Care.

Finance and Budget

- Oversee multiple service budgets across the Care Group, contributing to budget setting and ensuring the Care Groups operate within allocated resources, meet financial targets, and align spending with strategic and operational priorities.
- Undertake detailed analysis of staff and non-staff expenditure, identifying cost-reduction opportunities, assessing financial risks, and supporting annual and medium-term planning. Implementing and maintaining governance and management structures that support high-quality service delivery, and they are required to exercise independent judgement when recommending a course of action in situations where professional or operational opinion differs.
- Accountable for the effective operational management of resources, ensuring performance standards, quality expectations, and financial targets are met within available capacity. Developing and overseeing a comprehensive performance management framework that clearly articulates roles, responsibilities, and accountability for delivering Care Group objectives.
- Lead the development of operational strategies that support financial balance, service and workforce modernisation, and the delivery of national and local targets in line with the Quality and Safety Framework. The role involves analysing complex performance and activity data to assess progress against strategic direction and advising the Board on required adjustments or changes in service delivery.

Digital and Information

- Apply highly developed analytical and judgement skills to interpret, compare, and evaluate a wide range of complex and multi-factorial information. This includes using and accessing advanced analytical techniques such as scenario planning, modelling, linear programming, benchmarking, comparative and multi-variant analysis, and demand and capacity projections to identify performance variation, diagnose root causes, and determine opportunities for service improvement.
- Provide strategic leadership in the introduction of new and existing digital technologies and data analytics, ensuring information systems are leveraged to drive service improvement, operational efficiency, and informed decision-making.

- Oversee the governance, optimisation, and integration of multiple information systems at departmental or organisational level, ensuring compliance with data security, regulatory standards, and interoperability requirements.
- Champion digital innovation and transformation, embedding advanced reporting tools, business intelligence platforms, and predictive analytics to support evidence-based planning and performance monitoring.
- Foster a culture of digital literacy and data confidence, providing guidance and mentorship to senior leaders and clinical teams on the effective use of technology and analytics in decision-making.

Research Development. Evaluation & Audit

- Lead and oversee the Care Group-to-Board audit and assurance plan, ensuring visibility of quality, safety, and compliance from frontline care to Board level. Provide transparent, evidence-based reporting to assure regulatory compliance and foster a culture of openness, learning, and continuous improvement.
- Undertake benchmarking against other Health Boards and Trusts to evaluate emerging models of care and innovative practice, ensuring service developments reflect the latest evidence and system-wide learning. The post holder also evaluates patient experience data, complaints themes, concerns information, and wider intelligence to ensure services remain focused on population well-being and quality outcomes.
- Ensure robust processes are in place for the continuous review and evaluation of services, including formal audits, surveys, investigations, and quality assessments, to secure optimal alignment between community well-being, integrated clinical service delivery, and evidence-based best practice.

Essential Qualifications & Knowledge	Desirable	Essential Experience	
<p>Educated to Master’s level or equivalent specialist experience plus the following:</p> <ul style="list-style-type: none"> • Extensive knowledge of NHS structures, strategic planning frameworks, governance processes, and national policy drivers • In-depth understanding of workforce, operational, or service group delivery within a complex healthcare environment. • Highly developed knowledge of quality improvement methodologies and service redesign approaches. • Comprehensive understanding of financial planning, risk management, performance management and resource allocation. • Working knowledge of digital transformation, data governance, and the use of business intelligence tools. (e.g., ILM, MBA, Coaching Accreditation). • Formal training in change management methodologies (e.g., PRINCE2, Lean, Six Sigma). 	<p>Postgraduate qualification in healthcare leadership, quality improvement</p>	<p>Significant experience operating at a senior management or leadership level within a large, complex organisation. Demonstrable track record of leading strategic programmes, delivering organisational change and achieving measurable service improvement outcomes.</p> <p>Experience managing high-performing teams, including coaching, performance management and talent development. Proven experience influencing senior stakeholders, clinicians, executives and external partners.</p> <p>Experience developing complex business cases, strategic reports, risk assessments and Board-level papers. Experience interpreting, analysing and presenting complex data to inform decision-making. Demonstrable experience managing large budgets, resources and operational plans.</p>	
Essential Aptitude and abilities		Desirable	Other Essential
<p>Adhere to and can demonstrate SBU Values & Behaviours.</p> <ul style="list-style-type: none"> • Exceptional analytical, conceptual and critical-thinking skills. Highly developed strategic communication skills (written, verbal, presentational and interpersonal). Proficiency in the full Microsoft Office suite (Word, Excel, Access, PowerPoint). • Ability to evaluate complex issues, assess risk and propose clear, evidence-based recommendations to influence and negotiate at executive and senior clinical level. • Able to manage multiple priorities under pressure, maintaining high performance standards. Advanced ability to interpret data, identify trends, and apply insights to redesign services or improve quality. • Ability to lead and motivate multidisciplinary teams through uncertainty and change, strong organisational and planning skills, including delivery of long-term strategic programmes. • Demonstrate compassionate, inclusive, and values-driven leadership aligned to NHS Wales values • Proven ability to constructively challenge practices and drive continuous improvement. 		<p>Welsh Language Skills are desirable levels 1 to 5 in understanding , speaking, reading, and writing in Welsh.</p>	<p>Ability to travel within geographical area. Able to work hours flexibly.</p>

