

## **Job Description**

**Job title:** Energy Advice Worker

**Location:** Family Action Bradford,

**Hours:** 37 hours per week, fixed term contract till March 2017.

**Grade:** £22,389 per annum, Grade 2 point 16

**Service :** Canterbury Advice Centre, 1-3 Ringwood Road, Bradford, BD5 9LB

**Reports to:** Energy Advice Co-ordinator

**Function:** You will be part of a small Energy Advice team delivering a full energy advice service covering help with management of energy debts, budgeting tools, energy efficiency measures, delivery of energy efficiency workshops and written resources. You must be able to deliver all project outputs within a fixed time period. Your support will help to reduce fuel poverty and improve health outcomes within the most vulnerable communities in Bradford.

### **Principal Accountabilities:**

1. Undertake assessments to diagnose a range of issues that clients will present with and develop a case strategy for dealing with these, including referral within your team
2. To develop and deliver information workshops to groups of clients and professionals, upskilling them with relevant and suitable energy efficiency advice including advice around reducing fuel usage and fuel debt.
3. To work with Schools, Children's Centres and Community organisation with regards to providing energy advice workshops and face to face support to the families/individuals accessing them.
4. Design and produce energy efficiency resources with Co-ordinator to be printed and distributed to agencies and families.
5. Help clients take appropriate action to better understand, manage and reduce their energy usage both in a face to face and group context –energy best deal session, energy efficiency workshop etc.
6. Ensure households access all appropriate forms of energy related assistance to include: Boilers/central heating, Insulation / draught proofing grants, energy efficient controls, energy efficient appliances, damp and condensation, Warm Homes Discounts and assistance to reduce fuel debt.

7. Ensure clients have the most appropriate tariff and payment mechanism, and further promote income maximisation by using price comparison websites to assist clients to switch energy providers where appropriate.
8. Assist clients with other related problems that are integral part of their case by advice and referring internally/externally to other agencies.
9. Maintain accurate and organized case records and undertake follow up work arising, work within deadlines, completing Healthy Homes Health Surveys with clients, monitoring the work, reporting and keeping statistical records in line with the requirements of the funders, Energy Advice Co-ordinator and the Project Manager.
10. Work effectively as part of the Energy Advice team, to deliver advice at the centre, outreach venues, home visits, produce written resources and deliver energy awareness workshops to professionals and groups of families at various venues.
11. Provide comprehensive and accurate advice on energy efficiency.. Carry out income/benefit checks and ensure income is maximised through take up of appropriate welfare benefits and grants
12. Support clients through the process of negotiation with creditors in order to stabilize their fuel debts, working with the Specialist Debt Advice Worker. Prepare financial statements and assist clients in prioritizing debts, help clients to apply for Energy Trust Fund grants/ assistance.
13. Negotiate with third parties as appropriate on behalf of clients both orally and in writing. Act for the client and take on casework where necessary to progress the client's case
14. Meet all targets as set by funders and Canterbury Advice Centre objectives
15. To attend staff meetings and any other meetings of the Canterbury Advice Centre and any other meetings as requested by the Energy Advice Co-ordinator and Project Manager.
16. Adhere to Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - i. Being **people** focused
  - ii. Reflecting a '**can do**' approach
  - iii. Striving for **excellence** in everything we do
  - iv. Having **mutual respect** for everyone we work with, work for and support through our services
17. Ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.

18 Ensure the implementation of Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.

19 Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.

20 To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

### Person Specification

1. Experience of energy efficiency advice casework in either a paid/unpaid setting.
2. Understanding of the effects of fuel poverty on low income and disadvantaged families.
3. Ability to speak fluently in Urdu and /or Punjabi.
4. Ability to design and deliver Energy Advice Training to families and professionals
5. Ability in developing and producing written resources and materials for distribution
6. Ability to communicate effectively, sensitively and professionally both verbally and in writing, with clients and a range of organizations.
7. Ability to plan, be proactive, prioritize tasks, to identify and work to deadlines and to manage time effectively using own initiative.
8. Proven ability and willingness to meet targets, including organizational objectives and funder targets, including being able to work under pressure..
9. Experience of assisting clients with Energy Trust Fund applications and income/ benefit checks
10. Relevant qualification in Energy awareness and/or fuel poverty
11. Excellent numeracy skills with the ability to carry out and prepare financial statements / budgets for clients.
12. Excellent computer literacy including Microsoft Word, Outlook, Explorer.

13. Demonstrate an understanding of safeguarding issues and relevant procedures appropriate to your role.
14. Commitment to Equal Opportunities and an understanding of the impact of deprivation and discrimination on communities, families and individuals
15. Ability to work on own initiative and commitment to working effectively as part of a team.
16. Ability to work flexibly, and a willingness to work out of hours on occasions
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