

JOB DESCRIPTION

Job title: Energy Advice Worker (2 posts)

Service: Energy Advice Service

Salary: Grade 2 Point 11 – 15

Hours: 37 hours per week, 12 month contract

Location: Canterbury Advice Centre, Bradford

Responsible to: Service Manager

Summary of job:

You will be part of a small Energy Advice team delivering a full advice service covering benefit advice, income maximisation, stabilisation of energy and other debts, energy efficiency measures, delivery of energy awareness workshops and written resources. You will work across Bradford city area delivering a service from a number of outreach locations and work in partnership with Green Doctor scheme. 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.

Key tasks and responsibilities:

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. Provide comprehensive and accurate advice on welfare benefits, debt, fuel poverty, Energy efficiency and housing measures using a casework approach. Carry out in depth benefit and income checks and ensure income is maximised through take up of appropriate welfare benefits and grants.
3. Support clients through the process of negotiation with creditors in order to stabilise their debts, both priority and non-priority; working with Specialist Debt Advice services to prevent where possible court actions for debt against clients.
4. Prepare financial statements and assist clients in prioritising debts, particularly fuel debts.
5. 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.
6. Assist clients and ensure a holistic approach to advice delivery by assisting clients with other related problems, referring to other agencies or Family Action services.

7. Maintain accurate and organised case records utilising the Advice Pro electronic case management system effectively. Undertake any arising follow up work and complete work within deadlines. Complete surveys with clients, monitoring the work, reporting and keeping statistical records in line with the requirements of the funders and Service Manager.
8. Work as part of the Energy Advice team to deliver advice at the centre, outreach venues and home visits, via digital channels, producing written resources and delivering energy awareness workshops to professionals and groups of families at various venues.
9. Undertake training and pass the National Energy Action City & Guilds Level 3 Award in Energy Efficiency.
10. Adhere at all times to the Advice Quality Standard policies and procedures.
11. Work in partnership with Green Doctor scheme and meet all targets as set by funders and Canterbury Advice Centre objectives.
12. 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.
13. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being people focused
 - b) Reflecting a 'can do' approach
 - c) Striving for excellence in everything we do
 - d) Having mutual respect for everyone we work with, work for and support through our services
14. 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.
15. 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.
16. Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
17. To work flexibly and across Bradford District as may be required by the needs of the service and carry out any other reasonable duties as required.

Person Specification

1. Educated to level three or above, with 2 years paid or unpaid experience of delivering welfare benefits advice, and evidence of a commitment to continuing learning and professional development.
2. Experience of managing your own caseload and ability to demonstrate an ordered approach to managing an advice work caseload methodically and within defined systems and procedures.
3. Ability to speak fluently in Urdu and /or Punjabi (**Desirable**).
4. Up to date knowledge of legislation, case law and procedures relevant to Welfare Benefits and Debt advice and understanding of the procedures and processes involved.
5. Knowledge of Energy awareness and fuel poverty (**Desirable**).
6. Excellent numeracy skills with the ability to carry out and prepare accurate benefit calculations and prepare financial statements for clients.
7. Ability to communicate effectively, sensitively and professionally both verbally and in writing, with clients and a range of organisations.
8. Ability to prioritise tasks, to identify and work to key dates, deadlines and to manage time effectively using own initiative.
9. Proven ability and willingness to meet targets, including organisational objectives and funder targets.
10. Willingness and ability to attend and apply relevant training, use supervision and consultancy effectively and keep up to date with legislation and regulations, applying learning to your work.
11. Excellent computer literacy including Microsoft Word, Excel, Outlook, Internet, Email and ability and willingness to learn how to utilise IT and social media for efficiency and the provision of advice.
12. Demonstrate an understanding of safeguarding issues and relevant procedures appropriate to your role.
13. Commitment to Equal Opportunities and an understanding of the impact of deprivation and discrimination on communities, families and individuals.
14. Ability to work on own initiative and commitment to working effectively as part of a team.
15. Understanding of the issues involved in interviewing vulnerable clients and the ability to communicate effectively and sensitively with clients.
16. Ability to work flexibly, being able and willing to travel across the Bradford District and a

willingness to work out of hours on occasions.

17. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:

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