

Energy Advice Worker (LEAP Project)

Job Description

- Employer:** Board of Directors, Clackmannanshire Citizens Advice Bureau Ltd
- Job Title:** Energy Advice Worker (LEAP Project)
- Responsible To:** Debt Team Co-ordinator
- Main Purpose:** The Energy Advice Worker will be responsible for the success and development of this project and associated energy projects. You will be responsible for close partnership working, ensuring that the project remit is met and that maximum benefit is received by clients. To ensure that high quality advice and assistance is provided to vulnerable people who are facing financial hardship, experiencing problems with utility services and to help them avoid fuel poverty. Clients will be resident across the Clackmannanshire area and will be advised through either one to one sessions via telephone, face to face including home visits when safe to do so, group energy sessions or home visits for the house bound.

Responsibilities

- To educate empower and actively assist vulnerable households to manage their energy use more effectively by making informed choices in the energy market thereby reducing levels of fuel poverty.
- To hold sessions regarding, Understanding energy bills, checking energy tariffs, Understanding energy metering, Monitoring energy usage, Switching energy providers, Energy savings tips, Fuel Debt and Remedies.
- To empower people to deal with their energy bills more effectively, assist those in fuel debt to negotiate with suppliers and offer help with applications for individual grants, where appropriate
- To target and include people with long-term physical or mental issues, disabled people, elderly people, people with English as an additional language, people on low incomes and people with learning disabilities
- To promote and market the project through production of information leaflets/flyers/press releases and social media.
- To establish good working relationships with local agencies to ensure the project works holistically with other services across the region
- To ensure that written reports are completed accurately and timeously to the funders of the project.

- To provide training to assigned volunteers and other advisers working in the relevant areas in order to increase knowledge of energy related issues.
- To work with and strengthen working partnerships with other voluntary and statutory agencies in promoting referrals into the project to ensure the growth of energy related advice, and support in the relevant areas, including awareness raising work with community groups
- Create and implement a targeted online and offline communication strategy to promote the project and increase self-referrals including a simple booklet on energy saving tips for issue and inclusion on our social network
- Deliver 20 group sessions with 80 vulnerable frontline workers and reach 1,200 households by one to one advice sessions over the life of the project, to assist with this target, every client will be offered a free energy health check. (Initially remote due to Covid-19)
- To establish and maintain a database of specialist agencies for referral purposes
- To maintain accurate, confidential records of all casework in keeping with CAB service requirements
- To record and collate the amounts of savings made to clients following advice/assistance, collect client feedback and other statistics in order to produce a full social policy and case study reports.
- Produce one detailed case study per quarter to illustrate the positive impact of LEAP.
- Undertake any other reasonable duties as requested by the Managing Director

Accountability

- Attend supervision sessions
- Attend annual appraisal
- Attend relevant team meetings as required
- Attend CAB Annual General Meeting
- Provide reports for Management and Funders

Salary: £24,500-£26,500 Per Annum dependent on experience

Hours: 35 hours per week (may be suitable for job share)