

## CLACKMANNANSHIRE CITIZENS ADVICE BUREAU LTD

### Person Specification – Energy Advice Worker (LEAP Project)

	<b>Essential</b>	<b>Desirable</b>
Qualifications	Good standard of general education. Evidence of vocational training and/or qualification	Citizens Advice Bureau certificate of competence in generalist advice work City and Guilds 6281-01 Energy Awareness qualification
Experience	Experience in Advice work in the area of energy advice. Experience in providing reports to funders/management, including project exit plan and review of project. Experience in dealing with vulnerable individuals Experience in negotiation in the area of fuel debt Experience in the management of projects and staff.	Experience in other advice areas such as housing and benefits and money advice. An understanding of the impact of fuel poverty.
Skills and Attributes	Able to maintain strict confidentiality Able to communicate ideas in writing and orally. Excellent organisational skills Attention to detail. Good Verbal communication skills, including the ability to deal appropriately with a range of 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 both face to face and by telephone. Ability to lead & supervise other staff members	Experience in delivering presentations to groups. Ability to review systems and procedures and develop alternatives when appropriate  Ability to train others and assist with group training and presentations.  Awareness of current Covid-19 restrictions
Values and Attitudes	Commitment to team working Commitment to the principles of the CAB Commitment to Social Policy Ability to monitor and maintain own standards. Ability to work with minimum supervision Able to work on own initiative and to be innovative	

Knowledge	Ability to use IT packages, email, including Microsoft word, & Excel, database packages and electronic diary management.	Knowledge of the local area and organisations. Awareness of the use Social Media, Facebook, Twitter for use on behalf of the Bureau. Experience of using the castle case management system.
Other	Flexibility in carrying out the responsibilities of the post.	Full driving license and use of a vehicle