



Fighting Fuel Poverty: Energy Adviser

Job Description and Personal Specification

Role Purpose:

To provide energy advice/casework to households, targeting those who are eligible to claim, or recently started claiming, means tested benefits. The project aims to build financial resilience among vulnerable consumers and increase the likelihood of households being able to meet their heating requirements to stay warm and safe and avoid cold-related health problems.

You will be joining a team of energy advisers located across both Dorset Council and Bournemouth, Christchurch and Poole Council areas.

Due to Covid-19, work will initially be based at home, contacting clients by telephone and working online. Once Local Citizens Advice offices re-open, advice will be provided in Citizens Advice offices, outreach locations across Dorset and home visits when required.

Key work areas and tasks:

1. Provide casework covering a range of Energy related issues.
2. Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
3. Negotiate with third parties as appropriate.
4. Ensure income maximisation through the take up of appropriate benefits.
5. Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
6. Provide advice and assistance to other staff across the whole range of energy related issues.
7. Ensure that all casework conforms to the bureau's Office Manual and the Advice Quality Standard and/or the Specialist Quality Mark as appropriate.
8. Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
9. Ensure that all work conforms to the bureau's systems and procedures.

Research and campaigns

10. Assist with research and campaigns work by providing information about clients' circumstances.

Professional development

11. Undertake the necessary training to achieve –NVQ Level 3 Energy Awareness.

12. Keep up to date with legislation, case law, policies and procedures relating to energy efficient advice measures and undertake appropriate training.

14. Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.

15. Attend relevant internal and external meetings as agreed with the line manager.

Other duties and responsibilities

16. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

17. Liaise and engage with the Fighting Fuel Poverty project manager as required to discuss and provide updates on the project

18. Demonstrate commitment to the aims and policies of the CAB service.

19. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Energy Affordability Adviser: Person Specification

Essential Criteria

1. Effective written and oral communication

2. Understanding of the issues involved in supporting and interviewing vulnerable clients in relation to fuel poverty and associated issues

3. Prepared to travel to deliver services at different Local Citizens Advice Offices.

4. Understanding of the issues affecting society and their implications for clients and service provision

5. Ability to prepare and submit client case studies

6. Ability to monitor and maintain own standards

7. Ability to use IT in the provision of advice and to prepare reports and analysis for the project.

8. Flexibility and willingness to work as part of a team

9. Willingness to learn and develop skills in advice topics

10. Ability to research, analyse and interpret complex information

11. Numeracy skills required to understand statistics, check calculations and recording requirements

12. Citizens Advice generalist advice work experience and/or experience in additional areas of advice work

You may also be required to hold or train to achieve an NVQ Level 2 in Energy Awareness.

Desirable Skills

13. Understanding and experience of using the Citizens Advice case recording system

14. An understanding and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies

15. Understanding of energy advice and energy efficiency products