

Job description

Energy Caseworker Sedgemoor and Somerset West and Taunton

Main purpose

- To provide energy advice to householders by phone, face to face, and at their home.
- To provide information to help householders to access appropriate support.
- To provide administrative support to the delivery of projects.
- To provide in-depth support to householders in Somerset.
- To maintain accurate and detailed records of all interactions with householders.

Dimensions

The Energy Caseworker will be required to deliver advice and support to households by telephone as well as events and home visits across Sedgemoor and Somerset West and Taunton. You may also be required to work from other partner organisations. On occasion work may be required outside of the specified area, and attendance at the Centre for Sustainable Energy's Bristol offices will be required for training and meetings.

Responsibility for day to day updating of Centre for Sustainable Energy systems for recording calls etc.

Specific responsibilities

- Engage with disadvantaged households who need help with their energy issues.
- Improve the wellbeing and safeguarding of households in fuel poverty whose health conditions are exacerbated by living in a cold home.
- Improve the understanding and confidence of households in fuel poverty to better manage their energy use.
- Reduce the financial hardship and stress of households in fuel poverty by supporting their access to lower tariffs, grants for heating and insulation improvements and income maximisation.
- Share the learning from our work with other practitioners who wish to build on best practice.
- To identify energy improvements that can be made to the home and refer to installers who can fit them.
- To refer households onto other support organisations in the area as appropriate for further support.
- To give advice to people in their own homes.
- To support households over a period of time if there are a number of different issues to be resolved.
- To deliver complex casework and home visits with minimal support.
- To help households make applications for grants and switch energy tariffs.
- To attend meetings with external partners e.g. third sector organisations.
- To support CSE volunteers and interns.
- To listen attentively to households and respond to their needs in an empathetic way.

- To be familiar with CSE data recording protocols, processes and procedures.
- To maintain appropriate client confidentiality at all times in accordance with relevant policies and procedures.
- To attend external events to promote our services

Working relationships and contacts

- The post holder will be managed by a designated HES Project Manager or Project Officer.
- The post holder will work closely with immediate colleagues in the HES team and will develop and maintain effective communication and working relationships with colleagues across CSE.
- The post holder will have personal contact with clients and will follow established procedures and processes for obtaining essential information to signpost to appropriate services or support organisations.
- The post holder may have regular contact with installers.
- The post holder will work closely with other third sector organisations, local councils and health and social care organisations.

General expectations of the post holder

- To adhere to CSE's policies and procedures.
- To be familiar with CSE's mission and strategy and to help the organisation in delivering these.
- To take personal responsibility for decisions on your work, seeking assistance and input from others as appropriate.
- To plan and prioritise your workload to achieve high standards, meet agreed deadlines, adjusting readily to suit changing circumstances.
- To communicate clearly, confidently and persuasively using appropriate language and style for target audience, listening carefully and checking for understanding and providing challenge where appropriate.
- To represent self and CSE positively within and outside CSE (including representing CSE to external clients, partners, funders and wider public), encouraging action by others in line with project and CSE goals.
- To use resources (including your time) efficiently and effectively and maintain accurate records within CSE systems.
- To keep up to date with information required for role, seek opportunities to develop relevant skills and capabilities and share knowledge readily with others to support their development and work delivery.
- To identify opportunities to improve CSE's services and project delivery and help meet CSE's strategic objectives.
- To keep up to date with information required for effective performance in your role and seek opportunities to develop relevant skills and capabilities.
- To understand how your work and that of your team contributes to CSE's wider organisational impact, aligns with CSE's mission and current strategy and reflects CSE's purpose, methods and values.
- To comply with CSE's policies and procedures, as adopted and updated from time to time.
- To be responsible for your own health and safety and that of your colleagues in accordance with Health and Safety legislation and CSE policies and procedures.
- To demonstrate the core qualities of commitment to CSE, collaboration, conscientiousness and

initiative through your own work and in your working relationships with others (both within CSE and externally).

The responsibilities of this post and reporting structure will be periodically reviewed.

Place of work and other requirements

Our preference is for a full time commitment of 37.5 hrs, until December 2022, however we will be open to flexible working. The role is subject to a 4-month probationary review.

Your place of work will primarily be at home working within the community in the Sedgemoor, Somerset West and Taunton area. You may work some of the time in our Bristol office, desks are booked using a rota system, and some of the time in our partner organisation offices (subject to pandemic restrictions) in Somerset. Regular attendance, of one day per week, in the Bristol office is required during the initial training period depending on the latest health guidance from the Government.

This post is subject to a DBS check.

The post holder will be enrolled on the HES Training Programme which includes a City & Guilds Energy Awareness training as part of their induction.

Person specification

(See below)

Person specification

Requirements	Essential	Desirable
Educational and professional qualifications	Minimum Maths and English GCSE.	Education to a higher level e.g. Degree or equivalent.
Experience	<p>Experience of giving advice.</p> <p>Experience of customer service.</p> <p>Understanding of the challenges of giving face to face support to vulnerable households.</p>	<p>Understanding of energy efficiency measures and fuel poverty.</p> <p>Knowledge of benefits system.</p> <p>Experience of taking a lead on the delivery and coordination of project based activity.</p>
Skills and abilities	<p>Ability to respond to vulnerable clients in a respectful and engaging manner.</p> <p>Ability to present complex information in an accessible and appropriate manner.</p> <p>Ability to work in a team and able to identify areas where their skills complement others.</p> <p>Ability to maintain admin systems independently and accurately.</p> <p>Able to work independently and use own initiative.</p> <p>Highly organised at managing time and workload.</p>	
Technical skills	<p>Skilled in use of MS Office applications including Word, Excel and Outlook.</p> <p>Full driving license.</p>	<p>Knowledge and experience of using databases, Teams and Zoom</p>