JOB DESCRIPTION

Job Title:	Energy Adviser
Reporting to:	Adult Services Operations Manager
Location:	Salford and Eccles
Salary:	£22,000 per annum
Hours:	Full time 35 hours per week (Part time may be considered)
Contract:	Until March 2020 in the first instance

Introduction

Salford Foundation is a social inclusion charity and has secured funding from Salford City Council to employ an adviser to offer support to low income adults and young people in or at risk of falling into fuel poverty. The adviser will provide energy efficiency advice and support to help vulnerable service-users reduce their utility bills and debts and improve energy efficiency in their homes.

You will provide a comprehensive advice and support service to vulnerable service-users facing multiple challenges. You will work with volunteers and a wide range of external agencies to raise awareness of the project, generate referrals and deliver the service both in-house and in the community.

We are seeking a proactive individual with a good understanding of the needs of service users. The Adviser will provide those service users with informed support, appropriate information and access to further specialist advice when required. Good communication skills at all levels, effective time management and ability to work to targets will be essential. The use of a car is also essential. The posts will be subject to an enhanced DBS disclosure.

The successful candidate will ideally have recent experience of providing a similar service. They should preferably be trained to City and Guilds standard or equivalent in energy efficiency advice (NVQ Level 3 Energy Awareness) or be willing to undertake accredited training to the required standard.

Key tasks and responsibilities

- Supporting those in or at risk of falling into fuel poverty with energy efficiency advice and support to help reduce utility bills
- Arranging group information and advice sessions in-house and in the community on a range of fuel poverty related topics including energy tariff optimisation and payment plans, local energy efficiency support initiatives, sources of grants and subsidies available for those on low incomes
- Providing an advocacy service and contacting utility companies on behalf of service-users to set up realistic and affordable payment plans
- Carrying out grant eligibility checks for service-users seeking support and assisting clients to apply for financial support from a range of sources
- Managing a caseload of service-users and supporting them address fuel poverty through a jointly agreed Action Plan
- Providing basic budgeting and money advice sessions for small groups of service-users
- Maintaining accurate up-to-date records of all service-users cases including contact logs after every contact with the individual and/or other agencies in accordance with the funder's requirements
- Disseminating information and delivering briefings to Foundation staff on sources of financial and practical support for service-users experiencing fuel poverty.
- Organising informative workshops and briefings for service-users, volunteers and project teams from outside agencies and specialists such as Salford City Council's Affordable Warmth Team
- Developing collaborative working relationships with external statutory and non-statutory organisations and agencies for the benefit of service-users including National Energy Action (NEA), Salford City Council's Affordable Warmth Team, Citizen Advice Bureau, Housing Associations, Social Landlords and community based organisations
- Ensuring data is collected and monitored to produce regular management information reports for the senior management team
- Submission of progress reports in accordance with the funder's (Salford City Council) contract terms detailing outputs and outcomes achieved, case studies, and PR activity
- Actively marketing and promoting the service to Foundation staff and service-users and partner agencies to generate referrals
- Attending supervisory sessions and participating in monitoring visits by the funder and internal and external quality assurance audits as appropriate
- Attending relevant subject based training and briefings to keep up to date with legislation, policies and technology including attending networking events.
- Implementing and complying with all the Foundation's policies including Safeguarding Policy, Health and Safety Policy and Confidentiality.
- Undertaking any other tasks of a similar level of responsibility as requested by the Senior Management Team or Line Manager

PERSON SPECIFICATION

Knowledge

- Knowledge of energy efficiency measures to help reduce utility bills
- Knowledge and understanding of fuel poverty issues and the impact on individuals and families
- Knowledge of support available to help those experiencing fuel poverty and/or in debt
- Knowledge of budgeting tools available to calculate household income and expenditure

Experience

- Experience of providing energy efficiency advice and guidance
- Recent experience of planning and delivering one-to-one and group advice sessions
- Experience of monitoring performance against the achievement of agreed targets, outputs and outcomes and reporting on progress to funders
- Confidence in using IT systems for case management recording and maintaining up-to- case sheets, files and statistics

Skills

- Excellent written and verbal communication skills and strong interpersonal skills
- Excellent administrative skills
- Ability to empathise with service users
- Ability to engage service-users, staff and partner organisations effectively
- Ability to research, analyse, interpret and explain complex information in a simple and concise manner
- Ability to use own initiative, plan and prioritise workloads with a minimum of supervision

Values and Attitudes

- A desire to help people from all backgrounds and treat them with dignity and respect
- A non-judgemental open mind
- A 'can do' attitude focused on solutions, not problems
- Commitment to equality and diversity
- Commitment to maintaining confidentiality

Special Conditions

- The post is subject to an enhanced DBS check
- Car user essential