



Job title	ENERGY ADVISOR
Salary Band	£23,000 - £27,000 p/a
Hours	37 hours/week
Location	Erdington and North Birmingham
Accountable to	Health, Wellbeing and Community Service Manager

Working Relationships

Internal	External
Health & Wellbeing Manager & team WLCA team & volunteers Senior Managers Board Members	Local residents, tenants, and community groups Health and Social Care Professionals & providers Funders and Commissioners Strategic Partners

JOB PURPOSE

North Birmingham Community Action Partnership: Energy Programme is funded by the Energy Redress scheme, focused on North and West Birmingham areas working in partnership with a consortia of community organisations.

The service remit will deliver Energy Advice & Advocacy Services and further develop capacity of beneficiaries with a greater focus on self-help and energy literacy across the locality in particular within marginalised communities. Building a sustainable Information Advice and Guidance (IAG) provision by working closely with the community, staff, volunteers, and wider stakeholders.

1. JOB DESCRIPTION

Key tasks and responsibilities

- Working with WLCA team, NHS, BCC, community groups and volunteers to identify and engage people and ensure their needs are met through the service.
- To manage own casework; covering a range of Energy/Welfare Benefit related issues and high-level energy advice and refer to other specialist agencies both external and internal if required.
- The role will entail providing advice via:
 - **Home advice visits (outreach).**
 - **In-depth face-to-face advice appointments.**
 - **Light touch advice – offered at workshops and events.**
 - **In-depth telephone/virtual advice appointments.**

- Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies both external and internal such as Community Safety Net and South Asian Family Support Hub.
- Building on existing partnerships to help vulnerable people impacted by fuel and cost-of-living crisis.
- Complete a level 3 Energy Advice City and Guilds training course.

Daily responsibilities

- Case management including completing application forms accurately online and offline.
- Demonstrate measurable energy savings made by households as a result of advice, advocacy and practical help.
- Demonstrate measurable financial savings to households through reduced fuel consumption, income maximisation, debt alleviation, leveraging of funds e.g., Trust Funds.
- Ensure on target delivery and reporting of all deliverables as required by management and funding requirements.
- Accurately record advice given onto CRM system, outcomes achieved as per project processes.
- Ensure that all casework conforms to WLCA and project Quality Assurance requirements.
- Any other generalist casework necessary.

2. PERSON SPECIFICATION

Method of Assessment: -
Application Form (A) , Interview (I), Test (T)

EXPERIENCE

Essential
Experience of Energy Advice or Welfare Benefits, Money Advice, Debt & Housing case work (A,I)
Experience of managing a caseload of clients, providing advice on a 1:2:1 and/or group basis (A,I)
Experience of using IT systems to record, review and monitor project performance. (A,I)
Experience of engaging with diverse communities (A,I)
Experience of working to meet deadlines and achieving project outcomes (I)

SKILLS AND QUALIFICATIONS

Essential
Willingness to undertake mandatory Level 3 City & Guilds Energy Advice training. (I)
Excellent interpersonal, negotiation and communication skills (written and verbal) (I,T)
Team-working skills, able to work in a flexible and adaptable way (I)
Good IT skills, including word processing, spreadsheets, email, web research, presentations (I,T)
Ability to co-ordinate tasks with challenging priorities. (I)
Ability to use own initiative and drive to achieve objectives (I)
Ability to work flexibly to meet the evolving needs of the project and organisation (I)

KNOWLEDGE

Essential
Understanding of the issues involved in supporting and interviewing vulnerable clients in relation to fuel poverty and associated issues. (I,T)

STATEMENT

As a Community Association, WLCA exists to work with, and for, its communities. Community and accountability are important to us and our work reflects these values. We believe that through our professionalism, dealing with people transparently, honestly, fairly, respectfully and with good humour, we will demonstrate an inclusive approach and excellent service to everyone we work with.

The job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes to and developments in business requirements.

The information being handled by employees of WLCA is considered confidential to the Association. Failure to respect the confidential nature of this information will be regarded as serious misconduct and will result in action under the Disciplinary Policy including possible dismissal. In the case of computerised information, this could result in prosecution for an offence or action for civil damages under the Data Protection Act 1998.

Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, clients and visitors.

The Association is committed to Equal Opportunities in employment and access to services. It is our aim to ensure that no applicant or employee receives less favourable treatment on grounds of gender, disability, religion, race, colour, sexual orientation, nationality or ethnicity. WLCA is responsible under equality and diversity legislation to ensure equality issues are promoted and you are expected to work with WLCA to fulfil these obligations and policies.

Witton Lodge Community Association is committed to safeguarding and promoting the welfare of all its learners and clients. To meet our safeguarding responsibilities, we follow a rigorous selection process to discourage and screen out unsuitable applicants. An enhanced Disclosure & Barring Service Certificate (DBS) will be required for all appointed posts.

Witton Lodge Community Association operates a Quality Management System (QMS) that has gained ISO 9001:2015 certification and staff are expected to develop and continually improve systems, processes and enhance customer satisfaction by our Quality Policy:

- Ensuring that customers' needs, and expectation are determined and fulfilled
- Setting Quality Objectives for your work area
- Reviewing, monitoring, and measuring the effectiveness of QMS