### **WESTERN ISLES CITIZENS ADVICE SERVICE**

#### **JOB DESCRIPTION**

JOB TITLE: Energy Advice Project Officer

RESPONSIBLE TO Manager

SALARY: £12,217.00 p a plus Islands Allowance (pro – rata)

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##### JOB REMIT:

#### The Energy Advice Project Officer will be responsible for developing training packs in Fuel Poverty and Energy Efficiency issues for both individuals and groups. The post holder will also provide Energy Efficiency and Fuel Debt advice on a one to one basis for CAB clients and deliver information days on Fuel Poverty to groups within the community. In addition the post holder will work closely with the WICAS Money Advice Team to provide money and debt advice to CAB clients and with Tighean Innse Gall on matters pertaining to energy advice and efficiency measures.

# MAJOR TASKS

* Develop, Prepare and Deliver Information packs on Fuel Poverty Issues
* Negotiate with fuel companies on behalf of clients experiencing fuel debt
* Assist individuals to make applications for grants to relieve fuel poverty
* Develop a database to assist in identifying fuel poverty issues
* Assist the manager to compile statistics
* Assist the manager in the compilation of the Annual Report; in particular be responsible for the Fuel Poverty aspects of the report
* Produce quarterly reports for the Board
* Assist clients with switching suppliers

## **Interviewing Support**

* To be available to support volunteer advisers through consultation on complex fuel issues
* Ensure the correct information is provided and that accurate records are kept
* Interview clients with fuel debt or fuel energy efficiency issues
* Interview clients identified as facing disconnection through fuel poverty on a one to one basis
* Monitor these clients through setting up and maintaining a database

## **Progress Client Cases**

* To undertake research work relating to ongoing casework
* Generally charter and monitor the progress of client cases
* Assist with the maintenance and development of the CAB bank of standard letters to assist in the progress of client cases
* Evaluate and update Fuel poverty procedures with the Manager as necessary
* Ensure accurate recording of client cases

## **Fuel Poverty/Energy Efficiency Training**

* Develop appropriate materials for individuals
* Develop appropriate materials to deliver information sessions to community groups
* Liaise with community groups to deliver training sessions
* Deliver 2 training sessions per year

## **Training Responsibilities**

* You will participate in the basic training of new and existing volunteers,
* You will be expected to train in all areas of work dealt with by the CAB; however, particular emphasis will be given to fuel poverty training.
* You will attend training courses arranged for tutors and other relevant courses as appropriate.
* This is to be undertaken in line with the Bureau Policies and Practice.

##### Administration

* To provide reports for Board of Management and Annual Report.
* To assist in the production of briefing materials, social policy reports and information leaflets.
* Undertaking other administrative tasks when delegated by the Bureau Manager.

**Other reasonable tasks requested by the Manager**

PERSON SPECIFICATION

### **ENERGY ADVICE PROJECT OFFICER**

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| **ESSENTIAL** | **DESIRABLE** |
| At least one year’s recent experience of Fuel debt/Money Advice issues  |  |
| Experience of disconnection procedures |  knowledge of debtor procedure in Sheriff Court |
| Experience of training  | Experience of preparing debtor packs |
| Current knowledge of welfare rights |  |
| An understanding and empathy with the aims and objectives of the CAB service. | The ability to provide support and supervision to volunteer advisers |
| The ability to work on one’s own initiative and an ability to prioritise workload |  |
| Must be computer proficient (good working knowledge of word and databases) | Ability to set up and maintain databases |
| Experience in advice giving | Experience of networking |
| The proven ability to prepare reports and keen analytical skills | Experience of statistical analysis |
| The ability to undertake research and use resource materials |  |
| Commitment to team working |  |
| Commitment to equal opportunities |  |