**South West Aberdeenshire Citizens Advice Bureau**

**Position: Energy Advice Caseworker**

Employer: South West Aberdeenshire Citizens Advice Bureau

Salary: £21,840 pro rata (£17,472) + 5% pension contribution

Hours: 28 hrs per week

Base: Westhill and Banchory

Responsible to: Bureau Manager

**Main Responsibilities**

* To build capacity within the Bureau to deal with complex energy issues and provide more intensive support to people in order to address fuel insecurity
* To build and/or strengthen collaborative working arrangements locally to ensure comprehensive energy advice and practical assistance for local people
* To deliver quality assured energy advice appointments to people who need assistance with current energy issues under prevailing policies and legislation
* To raise awareness of initiatives beneficial to vulnerable clients locally
* To provide specialist casework support to Bureau volunteers and to other CABx in Aberdeenshire and Aberdeen City on complex energy enquiries

**Duties & Specific Tasks**

* To lead on the development of energy advice capacity in SWACAB
* To support and mentor generalist advisers with difficult or complex fuel enquiries in SWACAB
* To undertake detailed casework on complex fuel problems
* To provide consultancy support to colleagues in other CABx
* To design and deliver training /information awareness sessions to targeted community groups in the area
* To develop and build sustainable relationships with local organisations, energy advice and support providers and statutory bodies as appropriate
* To represent the Bureau in appropriate and relevant community meetings
* To maintain expertise in relevant legislation e.g. energy/ fuel and related rights
* To ensure fuel issues statistics and social policy work are collected, highlighted and collated
* To contribute to the collation, gathering and reporting of information for the purposes of local and national social policy work
* To operate within the bureau’s policies, procedures and quality assurance systems
* To liaise with colleagues internally and externally in a positive and constructive way
* To participate in staff meetings, individual supervision sessions, training and development to meet identified individual and organisational needs
* To contribute to the strategic development of the Bureau and its services
* To undertake any other reasonable duties as requested by your line manager or the Bureau Manager

**Person Specification – Energy Advice Caseworker**

**ESSENTIAL Criteria**

* Knowledge and competence in consumer law and debt and diligence relating to energy supply
* Good communication, interpersonal, negotiation, influencing and facilitation skills
* Robust IT skills with experience of Microsoft office software, electronic case management and research systems
* Experience of carrying and managing a complex caseload
* Understanding of the needs and motivation of volunteers
* Experience of delivering training/awareness workshops
* A robust and mature understanding of fuel poverty and its underlying causes
* Ability to work under pressure, on your own initiative, but also to be part of a team
* Ability to work in a systematic manner with attention to detail
* Excellent organisation and report writing skills
* An ability to deal with people using our service in a sensitive manner
* An ability to work collaboratively with colleagues from statutory and community organisations
* Commitment to the principle of a person centred, volunteer led service
* Commitment to the aims and values of South West Aberdeenshire CAB
* Commitment to CAB Equal Opportunities Policies
* Access to a vehicle due to the need for in-work travel, for which a mileage rate is paid.

**DESIRABLE criteria**

* Good working knowledge of the statutory and voluntary agencies in the area
* Experience of working within an advice setting

