

- > **Job Title:** Energy and Income Maximisation Adviser
- > **Responsible to (line management):** Duty Manager

About the job

The role of an Energy and Income Maximisation Adviser involves offering guidance and support to individuals in need with a particular focus on energy advice as a key element of wraparound holistic support. In response to the increasing need for energy advice, this new role will take an active lead on our energy advice provision. Working collaboratively with colleagues, the post holder will ensure we have utilised every opportunity to provide energy advice and assistance to clients, from energy efficiency to energy related debt. This position is based at Glasgow North West Citizens Advice Bureau in Maryhill, with a requirement for occasional outreaches conducted across the northwest of Glasgow.

Job description

We are looking for client-focused individuals with experience of providing income maximisation as part of overall holistic advice and support with a particular focus on energy. In this role you will see clients in person, as well as providing advice via telephony, email and digital channels ensuring clients they get the advice, information and support needed.

To succeed, you will need relevant experience and knowledge of current welfare benefits together with the ability to analyse the client's overall financial position and offer early intervention advice and support. Additionally, you will have knowledge of energy advice or a commitment to work towards this at speed.

There will be strong emphasis on team working and the ability to work effectively and closely with other agencies.

You will have strong oral and written communication skills. We are also looking for a proven ability to work effectively and well organised. Proficiency in using a range of IT tools to carry out your work, including case management systems, benefit calculators, online forms and Microsoft Office applications is essential.

Key Responsibilities

- > To conduct in person or telephone interviews, using sensitive listening and questioning skills to allow clients to explain their problem(s) and empower them to set their own priorities.
- > To diagnose issues, identify emergencies and prioritise advice and support offered to client
- > To explore clients' circumstances, support needs and access channel preferences considering language barriers, accessibility needs, and issues around digital access and ability.
- > To demonstrate a rights based approach to advice and support clients to access their rights and understand their responsibilities.
- > To build positive relationships with a variety of stakeholders.
- > To deliver outreach advice services as required.

- > To work patiently and tactfully in a non-judgemental manner with protected adults to build their trust and engagement in the work.
- > To develop formal links with other support agencies that could provide support for clients to further better their circumstances.
- > To liaise where appropriate with bureau staff and other relevant agencies.
- > To record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation.
- > To ensure that all work meets all quality standards and the requirements of the funder.
- > To remain up to date with all relevant legislation and practice in relation to welfare benefits, debt, immigration, housing.
- > To adhere to all GDPR requirements and CAB policies.
- > To provide regular reports on the functioning of the work as well as progress and learning achieved.
- > To deliver information and advice sessions to community partners as required.
- > To work to Scottish National Standards for Information and Advice giving and Citizens Advice Scotland Quality Advice Framework.
- > To liaise, communicate with and be operationally responsible to the Operations Manager.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the bureau manager.

Person specification

Knowledge, skills and experience

Essential

- > Demonstrable experience of delivering advice in welfare benefits, debt and energy, or commitment to work towards this at speed.
- > Understanding, maintaining and practising high standard of case recording requirements as according to the project specification, CAS quality assurance and Scottish National Standards.
- > A commitment to contribute positively to a culture where all people are treated with dignity and respect
- > Ability to use telephony and IT systems to deliver services across multiple channels (web chat, telephony and video) via Avaya, Zoom, TEAMS and other systems.
- > Experience of using a range of IT tools to carry out work, including case management systems, Microsoft Office, internet and email etc.
- > Ability to work without supervision and prioritise workload.
- > Experience of working with people with multiple and complex needs.
- > Experience of working with protected adults and ability to deal with issues sensitively.
- > Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner.
- > Excellent organisational skills.
- > Ability to work across multiple teams and build effective stakeholder relationships quickly.
- > Knowledge of a range of enquiry areas to aid with identifying emergencies.
- > A commitment to the aims and principles of Citizens Advice Bureau.
- > Ability to operate as a team player and communicate effectively with colleagues and managers.

Glasgow North West and Glasgow Central Citizens Advice Bureau are committed to equal opportunities both in service provision and employment.

Charity number:

SC005641 (GNWCAB)

Charity name:

Glasgow North West Citizens Advice Service Ltd.