Job Description – Energy Best Deal Project Worker 

**Denny and Dunipace**

**Citizens Advice Bureau**

* **Job Title:** Energy Best Deal Project Worker
* **Location:** Denny and Dunipace CAB office: working from home in line with bureau’s Covid-19 procedure with regular office contact on a rota basis
* **Responsible to:**  Bureau Manager

# About the role

Denny and Dunipace Citizens Advice Bureau, based in Denny is an independent and innovative advice organisation providing holistic advice and support to local people.

Funded through the Energy Best Deal Project we are looking for an adviser to provide one to one energy advice, and energy advice workshops to service users and frontline workers.

The energy best deal project looks to increase the community’s knowledge and confidence in energy related matters and assist individuals to reduce their fuel bills, access better energy supply options and understand their entitlements to energy support better.

We are looking for an adviser with energy and fuel experience and excellent presentation skills to deliver this project to the West Falkirk area the bureau covers.

# Job description

**Key responsibilities**

* To provide telephone advice to clients on basic energy and fuel issues, following the required template set out by the project
* To provide one to one more complex energy advice by telephone to individuals including fuel debt and complaints
* To provide energy best deal workshops (via video and possibly in person) to relevant community groups and frontline workers using the presentation provided by EBD project
* To take internal referrals from generalist and specialist staff for one to one telephone energy advice appointments
* To develop relationships with local stakeholders regarding energy advice
* To promote energy advice workshops and individual advice sessions to suitable partner organisations
* To attend suitable training in relation to energy advice where required
* To identify other non-energy issues experienced by the client and refer internally or externally for further support and advice
* To maintain accurate records of all advice and casework
* To keep records of client financial gains through casework and outcomes for clients through CASTLE recording system
* To complete all questionnaires and additional paperwork as required by the EBD funders
* To contribute to the bureau’s social policy work ensuring that issues affecting area are taken up locally, regionally and nationally
* To ensure that all work meets quality standards of the bureau
* To keep abreast of the latest developments relating to energy advice

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 and/or management committee.

# Person specification

**Knowledge, skills and experience**

**Essential**

* Experience of providing energy advice in a professional capacity (voluntary or paid position)
* Experience of providing workshops/information sessions to groups of people
* Ability to manage and prioritise workload
* Experience of using a range of IT tools to carry out your work, including case management systems, Microsoft Office applications, online applications, internet and email etc.
* Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner
* Excellent organisational skills
* Ability to operate as a team player and communicate effectively with colleagues and managers
* A commitment to the aims, principles and policies of Citizens Advice Bureaux

**Desirable**

* Experience of providing energy debt related advice
* Experience of providing training/workshops over digital platforms
* Completion of Citizens Advice Bureaux Adviser Training Programme
* Experience of providing initial basic advice in areas outside energy advice and making appropriate referrals

**Additional Requirements**

* As a result of current Covid-19 procedures the successful candidate will need to work from home at least part of the time for the first 3 months of the post- this may be extended depending on Government guidance. All equipment will be provided and risk assessment carried out in advance of homeworking.