# Job Pack –Community Outreach Energy and Benefits Adviser

* **Job Title:** Community Outreach Energy and Benefits Adviser
* **Location:** Shetland Islands CAB, Market House, Market St, Lerwick, ZE1 0JP
* **Hours per week:** 35 hours per week
* **Type of contract:** Fixed-term contract to end December 2025
* **Salary:** £29,579 - £32,488 per annum
* **Closing Date:** 12 noon Monday 4th December 2023
* **Interviews:** Monday 18th December 2023 and Tuesday 19th December 2023

**About the job**

There’s never been a more important time to work for Shetland Islands CAB. Join us on the front line of the cost-of-living crisis and play a vital role in helping local people find a way forward.

We are seeking someone who is passionate about delivering an effective service to those most in need. You will be enthusiastic and highly motivated, and have a positive ‘can do’ attitude. If you are a strong team player, with great people skills combined with experience of providing advice, and supporting vulnerable people, we’d love to hear from you!

You will be based in the main Shetland Islands CAB office in Lerwick and be part of a team of volunteer and paid staff advisers working together to ensure we provide a high quality, holistic service. This post is funded by the Coastal Communities Fund to end December 2025.

The focus of the role will be on the community based provision of advice to those in rural and island areas of Shetland. The aim is to reduce the impact of fuel poverty and the cost of living crisis particularly on vulnerable households. We require someone who is;

* interested in the energy issues affecting Shetland homes and you’d like to help people to live in affordable warmth.
* committed to supporting people to access their rights and maximise their incomes through benefit entitlement and reducing outgoings.

This post will require travel throughout Shetland to community locations, and to carry out home visits. A current driving licence and access to a suitable vehicle are therefore essential.

Specialist training in Energy and Benefits Advice will be given.

Full details of the post and the competencies required are set out below in the Job Description, and Person Specification areas.

**Employee benefits**

Shetland Islands Citizens Advice Bureau offers excellent terms and conditions, including a total of 36 days leave and a pension scheme with a 6% employer contribution. Shetland Islands Citizens Advice Bureau is an inclusive employer considering flexible working arrangements where appropriate.

**How to apply**

For further details and information on how to apply, see [www.shetlandcab.org.uk/careers](http://www.shetlandcab.org.uk/careers).

Please note that the post is subject to the disclosure of criminal history information.

**Equality & Diversity Monitoring**

To help Shetland Islands Citizens Advice Bureau monitor equality and diversity statistics, please return the Equality & Diversity Monitoring Form **separate from your other application documents** by emailing it to: [della.armstrong@shetland.org](mailto:della.armstrong@shetland.org).

**Job description**

Title of Post: Community Outreach Energy and Benefits Adviser

Employer: Shetland Islands Citizens Advice Bureau

Line Manager: Bureau Manager

# JOB PURPOSE

* To deliver advice, with a particular focus on energy advice and benefits advice, to clients across Shetland;
* To contribute to the bureau’s work in reducing the impact of fuel poverty and the cost of living crisis with a particular focus on supporting vulnerable clients;
* To work in conjunction with CAB colleagues (Energy Advisers, Session Supervisor, Welfare Rights Advisers, Money Adviser, volunteer Generalist Advisers), to ensure that the bureau provides holistic quality advice and support which meets the needs of clients.

### TASKS

1. Provide advice to clients by phone, email, video call, and face-to-face in the bureau office, community venues and at home visits.
2. Provide energy efficiency advice to support clients to understand and reduce their energy consumption and energy bills; and refer clients as appropriate to schemes for the installation of energy efficiency measures such as insulation.
3. Support vulnerable clients to access additional support from their energy supplier including Warm Home Discounts and the Priority Services Register.
4. Support vulnerable clients to tackle fuel debt; and support clients to access emergency support if required.
5. Provide support for income maximisation through the promotion of social security benefit checks. Following training, support clients to complete social security benefit applications.
6. Provide general advice as required and refer clients as appropriate within CAB for specialist advice (eg Welfare Rights, Money Advice, Energy Advice etc).
7. Refer clients to external agencies as appropriate for additional advice and support (eg Home Energy Scotland, Shetland Islands Council, Scottish Welfare Fund etc). Refer clients to partner agencies which can support them to increase their resilience (eg Carers Support Group, Women’s Aid, Befriending etc).
8. Negotiate and mediate with appropriate agencies including energy suppliers on behalf of clients.
9. Conduct client interviews using sensitive listening and questioning skills to allow clients to explain their problems and empower them to set their own priorities. Explore clients’ circumstances and support needs considering language barriers, accessibility needs and issues around digital access and ability.
10. Carry out home visits as required.
11. Carry an ongoing caseload and keep comprehensive records of casework which meet audit requirements of CAS (Citizens Advice Scotland/Scottish Association of Citizens Advice Bureaux), Scottish National Standards for Information and Advice and relevant funders’ requirements. Keep all records confidential, safe and accessible for future retrieval.
12. Be responsible for the recording, collation and reporting of statistical and qualitative data in line with the requirements of CAS and of other funders.
13. Liaise with community organisations and partner agencies to develop the service.
14. Promote and market the service through the use of local publicity, the media, social media, awareness raising events, partnership working etc.
15. Participate in continuous professional development to ensure skills and knowledge are sufficient to carry out the role.
16. Contribute to the bureau’s social policy work at both a local and national level.
17. Undertake any other work, consistent with the purpose of the post and/or the aims of the Bureau, as directed by the Bureau Manager.

**COMMUNITY OUTREACH ENERGY & BENEFITS ADVISER**

**PERSON SPECIFICATION**

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|  | **COMPETENCIES** |
| **EXPERIENCE** | * Experience in delivering advice * Experience in supporting vulnerable people * Experience of working with partner agencies and/or community groups * Experience in delivering informal presentations to groups |
| **KNOWLEDGE** | * Sound understanding of fuel poverty and its impacts in the Shetland context * Knowledge of measures which can be taken to reduce energy costs * Basic knowledge of the benefits system * Understanding of generalist advice issues affecting people in rural and island areas * Knowledge of the local area and organisations |
| **SKILLS AND ATTRIBUTES** | * Ability to produce clear and accurate written communication * Good verbal communication skills, including the ability to deal appropriately with a range of people both face to face and by telephone, email and video call * Confident in the use of a range of IT tools, including Microsoft Office applications, online applications, internet and email, video calling etc * Ability to work without close supervision * Ability to work remotely and from home as required |
| **VALUES AND ATTITUDES** | * An understanding of, and commitment to, the aims, principles and policies of the CAB service * Ability to operate as a team player and communicate effectively with colleagues and managers * Commitment to undertaking training and continuous professional development |
| **OTHER** | * Flexibility in carrying out the responsibilities of the post * Current driving licence and access to a suitable vehicle to travel to venues throughout Shetland |

**REQUIRED TRAINING**

Previous completion of the Citizens Advice Bureaux Adviser Training Programme (ATP) is desirable. If the ATP has not already been completed, the postholder will be expected to complete this.

The post holder will be required to undertake specialist energy and benefits advice training including City and Guilds Energy Awareness and CPAG Benefits training.

Training may be undertaken by attending courses in Shetland, on the mainland and by online learning.

**ADDITIONAL REQUIREMENTS**

* The post is subject to the receipt of a satisfactory Basic Disclosure Certificate
* The post is subject to the disclosure of criminal history information

**Shetland Islands Citizens Advice Bureau is committed to equal opportunities both in service provision and in employment.**

**Charity number: SC019785  
Charity name: Shetland Islands CAB** **Citizens Advice Bureau**