



JOB DESCRIPTION	
TITLE:	Energy Advisor – Carers Support
WORKING HOURS:	21 hours per week. Due to the specified client group availability – occasional evening and weekend work may be required.
CONTRACT:	18-month fixed term. Extension subject to continued funding
SALARY:	£21,000 per annum pro rata. Subject to experience
RESPONSIBLE TO:	Carers Services Manager
WORKBASE:	Flexible: Outreach & community locations, main office and home
<p>Southend Carers is a small local charity and our mission is to make life easier and fairer for All Carers living in Southend-on-Sea, by providing information, advice & guidance, and supporting their access to essential practical, emotional and financial support services.</p> <p>We are looking for an enthusiastic, dynamic, meticulous and motivated individual to join our team, with proven experience of providing excellent customer service.</p>	
MAIN PURPOSE	
<p>Ideal candidate will be an integral part of our Carers Support Team and be responsible for providing face to face, telephone and online based energy advice, to family carers - to motivate and enable them to act to reduce their fuel bills, cut carbon emissions and make their homes warmer, energy efficient, and more comfortable. The outreach activities will include home visits, community advice sessions, presentation and attending events.</p> <p style="text-align: center;">Note: Full training will be given.</p>	
MAIN TASKS	
<p><u>Development, delivery & implementation of Energy Advice services</u></p> <ul style="list-style-type: none"> • Responsibility as main energy advisor, supporting the services users and project team on a day to day basis • Provide comprehensive and accurate advice on welfare benefits, debt, fuel poverty, energy efficiency and housing measures using a casework approach. 	

Carry out in depth benefit and income checks and ensure income is maximised through take up of appropriate welfare benefits and grants.

- Provision of in depth one to one energy casework support for clients referred through the Charity's advice line or via self-developed referral pathways.
- To identify opportunities to deliver energy presentations to community groups and the subsequent delivery of the presentations.
- Advice on a range of topics including home renewables, affordable warmth, low carbon transport and water efficiency
- Provide information, advice, guidance and practical support, to other team members across the whole range of energy related issues.

Promotion & Networking

- Promote the Carers energy support service, to adult carers and raise awareness of the energy support needs of family Carers with relevant organisations, general public, agencies and local media. This will include national awareness/action days, and community outreach events.
- Arrange, facilitate and attend networking/community events to raise awareness, identify, encourage Carers participation in all aspects of influencing support services provided by Southend Carers, health, educational, social care, community and business sectors.
- To build on existing - and develop new - partnerships that support energy

Outcomes and impact measurement

- Undertake data collection, monitoring of the project including preparation of case studies/lived experiences, evaluation reports and statistical information on the outputs and activities of the project, to measure impact of support on unpaid Carers, as well as assist Governance, Management and Funding requirements.
- To update and maintain appropriate client records and necessary data using client management systems to ensure the progress of work towards project targets is monitored and that project outcomes are fully recorded.
- Maintain accurate, timely and detailed case records of all support work undertaken on Southend Carers CRM database and/or other reporting systems, for the purpose of casework, statistical monitoring and report preparation.

Support requirements

- To provide support and guidance to Carers Support and Operational team members, who may be engaged in any of the projects activities

Professional Development

- Undertake the necessary training to perform the requirements of the role including C&G/NEA Level 3 Energy Awareness

Personal Development

- Participate in probation, regular supervision, appraisals, team meetings, organisational workshops and training, that support personal development
- Undertake internal, peer and self-training to ensure up to date knowledge on role requirements, key carer specific legislation, opportunities for carers and local community services
- To contribute to the overall & future development of Southend Carers.
- To undertake any other appropriate duties commensurate with this post.

PERSON SPECIFICATION

Energy Advisor – Carers Support

Experience, Qualifications & Education

Essential

- Minimum 2 years' experience of working in either a public facing or customer service role, supporting vulnerable adults, as individuals and in groups, to work towards achieving positive outcomes in a way which assesses need and addresses issues

Desirable

- Whilst experience of providing advice to householders and knowledge of energy efficiency would be advantageous, **Southend Carers will provide full training to the successful candidate** - therefore empathy, confidence and an awareness of the social issues facing vulnerable low-income households will be considered as an advantage
- Experience of project-based work in the fields of energy efficiency, community development and regeneration, housing, health, social policy or consumer issues.
- Knowledge of energy efficiency, particularly within the domestic sector. Knowledge of energy efficiency within community buildings would also be relevant.

Skills and ability

Essential

- Excellent interpersonal skills with the ability to communicate effectively and confidently with a diverse range of people
- Experience of working with vulnerable householders, low-income and/or other disadvantaged groups within the carer community
- Excellent problem-solving skills and ability to find solutions for

	<p>improving outcomes and enhancing engagement activities.</p> <ul style="list-style-type: none"> • Confidence to develop networks, community connections and relationships • Planning and reporting on activities & tasks within agreed timescales and budget • Good presentation and communication skills. • Fully competent and comfortable with the use of Microsoft Office software (Word, Excel, PowerPoint, Outlook, Teams). Knowledge of smartphone communication apps such as Facebook, Instagram, Tik-Tok & Whatsapp. • Confidence, enthusiasm and creativity to develop and deliver news ideas & innovations. • Strong personal motivation, ability to demonstrate initiative, to develop and implement new ideas • Flexibility and willingness to adapt to change.
Desirable	<ul style="list-style-type: none"> • Knowledge of the impact of a caring role and the ability to agree appropriate support plans and outcomes • Understanding of public protection, safeguarding, equality & diversity, data protection, information sharing, health and safety legislation etc. relevant to the work.
Personal Attributes	
Essential	<ul style="list-style-type: none"> • Commitment to the values of the organisation and provision of high-quality services. • Ability to prioritise, work under pressure and manage time effectively to meet project requirements and targets • Ability to bring about change • Appreciation and sensitive non-biased acknowledgment of the experiences, needs and issues faced by vulnerable persons. • Responsible and professional manner.
Desirable	<ul style="list-style-type: none"> • Current driving licence and access to a car for business use.

Southend Carers conducts an anonymised recruitment process and is committed to eliminating discrimination and encouraging diversity amongst its workforce. We welcome applications from everyone regardless of age, sexual orientation, gender, ethnic background, faith or disability. What interests us most is you and your values, skills, experience and aptitude for your work.