

Job description

Wiltshire Community Outreach Energy Advisor (Household Energy Services)

Main purpose

Help deliver the Wiltshire Community Outreach project by conducting outreach including drop-in advice sessions within venues across the county, providing home visits to vulnerable householders and delivering light-touch training about Warm & Safe Wiltshire to both the Armed Forces community and other key stakeholder groups in Wiltshire.

Specific responsibilities

- To travel across Wiltshire to arrange and deliver events, workshops, talks and presentations to target support to vulnerable householders.
- To increase awareness of Warm & Safe Wiltshire amongst the Armed Forces community and other community organisations in Wiltshire.
- Develop, maintain and build upon new and existing partnerships with the Armed Forces and community partners.
- To provide face-to-face support for Wiltshire residents with energy-related issues so that they can stay safe, warm and healthy at home.
- To deliver outreach support to Wiltshire's Armed Forces community including serving personnel, their families and veterans, for example attending coffee mornings and socials in Garrisons across Salisbury Plain.
- To deliver outreach support to community groups in Wiltshire who are client facing and interact with vulnerable householders daily, for example hosting an advice stand within a local library.
- Provide light-touch training to the Armed Forces community and frontline workers about the Warm & Safe Wiltshire service, including how to identify signs of fuel poverty.
- To identify energy improvements that can be made to residents' properties and make appropriate referrals for funded measures where possible.
- Help residents maximise their income and make appropriate referrals to partner organisations for further support (e.g., for benefits advice and social tariffs).
- Deliver home visits for residents with multiple issues, who are unable to access support outside the home or via phone/internet.

- Recognise and refer clients appropriately for energy casework if they have more complex needs (e.g., billing issues, energy debt, supplier complaints).
- To provide administrative support to the delivery of the project.
- Maintain accurate and detailed records of all interactions with clients and to always maintain appropriate client confidentiality in accordance with relevant policies and procedures.
- To remain vigilant for any safeguarding concerns during interactions with clients, including signs of abuse, neglect, or exploitation. Report all concerns promptly to the designated Safeguarding Officer in accordance with CSE's safeguarding policy and procedures. Ensure appropriate follow-up actions are taken and documented to maintain client safety and wellbeing.

Working relationships and contacts

The post holder will be managed by a designated Household Energy Service (HES) Project Manager/Officer.

The postholder will have personal contact with clients and will follow established procedures and processes for obtaining essential information to signpost to appropriate services or support organisations.

The postholder will work closely with other third sector organisations, the Armed Forces, local councils and health and social care organisations.

The postholder will work closely with immediate colleagues in the HES team and will develop and maintain effective communication and working relationships with colleagues and volunteers across CSE.

The postholder may work with challenging and difficult to engage clients. The postholder will adhere to the defined boundaries of support provided by HES and be clear with clients about what they can expect throughout the casework process.

The responsibilities of this post and reporting structure will be periodically reviewed.

Place of work and other requirements

It is expected that the post-holder will be based in Wiltshire, with the ability to work from home and travel within the local area for the role. Regular attendance at CSE's Bristol office will be required during the initial six-month probation and then periodically after this time.

To be responsible for your own health and safety, and that of your colleagues in accordance with Health and Safety legislation and CSE policies and procedures.

To represent self and CSE positively within and outside CSE (including representing CSE to external

clients, partners, funders and wider public), encouraging action by others in line with project and CSE goals.

To demonstrate the core qualities of commitment to CSE, collaboration, conscientiousness and initiative through your own work and in your working relationships with others (both within CSE and externally).

This post is subject to a DBS check.

The postholder will undertake the HES Training Programme and includes a City & Guilds qualification in Energy Awareness.

Person specification

(See over)

Requirement	Essential	Desirable
Educational or professional qualifications	O Level or GCSE Maths and English or equivalent.	
Experience	<p>Previously worked with or volunteered for the Armed Forces.</p> <p>Three or more years' experience working with different groups including charities, local authorities and public health.</p> <p>Experience of designing and delivering public engagement events.</p> <p>Experience of taking a lead on the delivery and coordination of project-based activity.</p> <p>Evidence of a positive 'can do' approach and flexible attitude to work and project development and delivery.</p>	<p>Three or more years' experience of giving advice.</p> <p>Understanding of energy efficiency measures and fuel poverty.</p> <p>Understanding of the challenges of giving face-to-face support to vulnerable households.</p> <p>Knowledge of benefits system.</p>
Skills and abilities	<p>Ability to develop fruitful relationships with other voluntary, community and public sector organisations.</p> <p>Excellent written and verbal communication skills in English, with the ability to engage a wide range of people in an appropriate manner.</p> <p>Excellent attention to detail.</p> <p>Self-motivated with ability to work independently and with limited supervision.</p> <p>Good time-management skills, including priority setting, multi-tasking and problem-solving.</p> <p>Ability to respond to vulnerable clients in a respectful and engaging manner.</p> <p>Ability to work in a team and able to identify areas where their skills complement others.</p> <p>Ability to maintain admin systems independently and accurately.</p>	<p>Familiarity with the Microsoft 365 environment including OneDrive and SharePoint.</p>

	<p>Skilled in using MS Office applications including Word, Excel, and Outlook.</p> <p>Confident using Zoom, Teams, and entering data into spreadsheets and databases.</p>	
<p>Other</p>	<p>Given the vast area that the role covers there is a requirement that the individual has a full, clean UK driving license to travel to meetings, homes, and businesses across the county.</p> <p>Understanding of safeguarding principles and the importance of protecting vulnerable individuals.</p> <p>Ability to identify potential safeguarding concerns during client interactions.</p> <p>Commitment to following organisational safeguarding policies and procedures, including reporting and escalation.</p> <p>Awareness of confidentiality requirements when handling sensitive information.</p> <p>Previous experience in recognising and reporting safeguarding concerns.</p> <p>Knowledge of local safeguarding frameworks and support</p>	<p>Existing networks and contacts within local support organisations (inc. those supporting ex-service people) in the Wiltshire area.</p>