

Job description

Energy Caseworker within the WHAM (Warmer Homes Advice & Money) project

Main purpose

The purpose of the role of the Energy Caseworker (WHAM) is to provide in-depth advice and support on energy and related topics to WHAM clients. Experience of casework is preferable (although not essential) with a specific interest in fuel poverty.

Specific responsibilities

- To provide energy advice to clients by phone and email.
- To provide information to help clients access appropriate support.
- Engage with households who need help with their energy issues.
- To provide in-depth casework support to clients.
- To travel across Bristol, B&NES and North Somerset to give advice to people in their own homes, coordinate partner activity, deliver events, talks and presentations.
- To communicate effectively with energy suppliers on behalf of the client, including investigating billing and metering issues, negotiating repayment plans and raising complaints.
- To provide administrative support to the delivery of projects.
- To maintain accurate and detailed records of all interactions with clients.
- 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.
- Reduce the financial hardship and stress of households in fuel poverty by supporting their access to lower tariffs, grants for heating and insulation improvements and income maximisation. This is also to identify energy improvements that can be made to the home and refer to installers.
- Improve the wellbeing and safeguarding of households in fuel poverty whose health conditions are exacerbated by living in a cold home. Offer emotional support to vulnerable and distressed clients, while maintaining clear boundaries.

- To communicate with householders clearly, confidently and persuasively using appropriate language and style for target audience. Being able to adjust the communication style depending on the needs of clients. Listening carefully, responding empathically, building rapport and trust, checking for understanding, empowering and motivating.
- Giving advice to people in their own homes and at events, community and neutral venues.
- To work alongside and support CSE volunteers.
- To work closely with the WHAM partners to offer support to the clients.
- To adhere to CSE's data recording protocols, processes and procedures and to always maintain appropriate client confidentiality.
- To use resources (including your time) efficiently and effectively.
- To keep up to date with information required for role, seek opportunities to develop relevant skills and capabilities and share knowledge readily with others to support their development and work delivery.
- To plan and prioritise your workload to achieve high standards, meet agreed deadlines, adjusting readily to suit changing circumstances.

Working relationships and contacts

- The post holder will be managed by a designated Household Energy Services (HES) Project Manager/Officer. The postholder will receive support from a casework mentor and a supervisor assigned to them.
- 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, 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 clients. The postholder may experience clients who are in emotional distress, angry or who express suicidal thoughts. Training and ongoing support will be provided.
- 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.

- Any ad hoc duties related to this role.

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

Place of work and other requirements

This role will require an enhanced DBS check.

This post is based at the CSE office in Bristol, working in partner offices across Bristol, B&NES and North Somerset will be required from time to time.

The postholder will undertake City & Guilds Energy Awareness training.

Person specification

Requirement	Essential	Desirable
Educational and professional qualifications	GCSE or O-level Maths and English (or equivalent)	City and Guilds Energy Awareness qualification.
Experience	Experience of giving advice. Awareness of confidentiality requirements when handling sensitive information.	Understanding of energy efficiency measures and fuel poverty. Understanding of the challenges of giving face to face support to vulnerable households. Experience of casework.

Skills and abilities	Ability to respond to vulnerable clients in a respectful and engaging manner. Ability to work in a team and able to identify areas where their skills complement others. Ability to maintain admin systems independently and accurately. Ability to actively listen to correctly identify the support needs of client. Highly organised when managing time and workload. Able to work independently and use own initiative.	Ability to present complex information in an accessible and appropriate manner. Ability to communicate both verbally and in writing in one or more languages.
Technical skills	Experienced in use of MS Office applications including Word, Excel and Outlook. Knowledge and experience of using databases and Teams.	Knowledge of the benefits system. Experience of working with SharePoint and OneDrive.
Safeguarding	Understanding of safeguarding principles and the importance of protecting vulnerable individuals. Ability to identify potential safeguarding concerns during client interactions. Commitment to following organisational safeguarding policies and procedures, including reporting and escalation. Awareness of confidentiality requirements when handling sensitive information. Previous experience in recognising and reporting safeguarding concerns. Knowledge of local safeguarding	

	frameworks and support.	
Personal attributes	A commitment to CSE's aims and an ability to demonstrate the CSE core values of collaboration, conscientiousness and initiative. Awareness of the need to maintain own wellbeing. Empathy and compassion. Reliable and honest.	Full clean UK driving license. <i>(Given the vast area that the role covers there is a desired requirement that the individual has a driving license or access to personal transport to travel to meetings, homes and partner offices across the region.)</i>