**Job Title: Safe & Warm Energy Adviser**

**Responsible To: Deputy Manager**

**About the Role**

The Energy Adviser will provide in-depth, holistic and bespoke energy advice to those in or at risk of fuel poverty. This will be to clients, and to generalist advisers. The advice will include –

• Supporting clients to use energy efficiently, affordably and safely

• Energy efficiency advice to every client

• Carbon monoxide (CO) safety advice (training will be provided and CO monitors will be provided to gift to clients)

• Help to switch suppliers or tariffs (when this becomes a viable option again)

• Supporting vulnerable clients to join the relevant Priority Service Registers

• Referrals to Warm Home Discount

• Resolving billing issues

• Debt write off

• Referrals to Home Energy Scotland via their online portal

• Support to access emergency funds

• Refer to and utilise the CAS webpage for the Home and Warm Service.

The Energy Adviser will be expected to support or deliver group sessions throughout the year. These will be aimed at asylum seekers, minority ethnic groups, travellers, Park Home communities, digitally excluded and other vulnerable groups and/or frontline workers who support these groups. It is expected that there will be twice as many frontline workers as clients supported at group sessions. CAS will provide training materials for bureaux to use at these sessions.

The Energy Advisers will attend meetings every 2-3 months with the other Energy Advisers delivering the service. These meetings will involve training, sharing best practice, and providing updates. Training will be provided by CAS, SGN and other external organisations. Due to the expected geographical location of advisers, these are likely to be held online at least initially.

CAS will arrange for training on the Home Energy Scotland portal for advisers if this is required. Energy advisers should use the portal so there is a record of the referrals they have made.

• Non-client financial gains, including supporting clients to improve their ability to

* use energy efficiently, affordably and safely
* help themselves
* manage their energy bills, including cheaper energy bills
* improve their housing situation, including having a warmer home
* understand carbon monoxide safety issues

**Reporting**

The project is outcomes driven. CAS will report both monthly and quarterly to SGN on the number of clients advised on a range of issues including, but not limited to energy efficiency advice, CO awareness (and CO monitors gifted to clients), client financial gain, debt write off, emergency funds, income maximisation/benefits checks, locking cooker valve referrals, PSR registrations, switching (when this becomes a viable option again) and the Warm Home Discount.

Energy Advisers must follow the data entry instructions for the project to ensure this information can be accurately reported.

For the quarterly reports, Energy Advisers will be required to provide case studies and updates on the development and maintenance of partnership working

# Accountability

Provide written report and attend annual appraisal

Attend relevant team meetings as required

Attend CAB Annual General Meeting

**Person Specification – Safe & Warm Energy Adviser**

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|  | **Essential** | **Desirable** |
| Qualifications | Good standard of general education.  Evidence of vocational training and/or qualification | Citizens Advice Bureau certificate of competence in generalist advice work  City and Guilds 6281-01 Energy Awareness qualification |
| Experience | Experience in Advice work in the area of energy advice.  Experience in providing reports to funders/management.  Experience in dealing with vulnerable individuals  Experience in negotiation in the area of fuel debt | Experience in other advice areas such as housing and benefits and money advice. .  An understanding of the impact of fuel poverty. |
| Skills and Attributes | Able to maintain strict confidentiality  Able to communicate ideas in writing and orally.  Excellent organisational skills  Attention to detail.  Good Verbal communication skills, including the ability to deal appropriately with a range of people with long-term physical or mental issues, disabled people, elderly people, people with English as an additional language, people on low incomes and people with learning disabilities both face to face and by telephone. | Experience in delivering presentations to groups.  Ability to review systems and procedures and develop alternatives when appropriate  Ability to supervise other staff members  Ability to train others and assist with group training and presentations. |
| Values and Attitudes | Commitment to team working  Commitment to the principles of the CAB  Ability to monitor and maintain own standards.  Ability to work with minimum supervision  Able to work on own initiative and to be innovative |  |
| Knowledge | Ability to use IT packages, email, including Microsoft word, & Excel, database packages and electronic diary management | Knowledge of the local area and organisations.  Awareness of the use  Social Media, Facebook, Twitter for use on behalf of the Bureau.  Experience of using the castle case management system. |
| Other | Flexibility in carrying out the responsibilities of the post. | Full driving license and use of a vehicle |