# Warm & Well Borders – Energy Adviser

# About the role

* **Job Title:** Energy Adviser
* **Location:** Scottish Borders
* **Line manager:** Annette McGraith
* **Hours per week:** 25 hours per week
* **Type of contract:** Fixed-term contract to 31 March 2024 (extension dependent on secured funding)
* **Salary:** £12.57 p/h

# JOB PURPOSE

* To deliver advice on energy related matters across the Scottish Borders.
* To contribute to the bureau’s work in reducing the impact of fuel poverty and supporting vulnerable clients;
* To work in conjunction with CAB colleagues 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 offices as needed.
2. To refer clients as appropriate to schemes for the installation of energy efficiency measures such as insulation.
3. Assist clients to resolve billing issues and support clients to consider “switching” supplier where appropriate.
4. Support vulnerable clients to access additional support from their energy supplier including Warm Home Discounts and the Priority Services Register.
5. Support vulnerable clients to tackle fuel debt; and support clients to access emergency support if required.
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. Carry an ongoing caseload and keep comprehensive records of casework which meet audit requirements of CAS, Scottish National Standards for Information and Advice and relevant funders’ requirements. Keep all records confidential, safe and accessible for future retrieval.
10. Be responsible for the recording, collation and reporting of statistical and qualitative data in line with the requirements of CAS and of other funders.
11. Participate in continuous professional development to ensure skills and knowledge are sufficient to carry out the role.
12. Contribute to the bureau’s social policy work at both a local and national level.
13. Undertake any other work, consistent with the purpose of the post and/or the aims of the Bureau, as directed by the Bureau Manager.

Please note: This role can be flexible and delivered through a hybrid model. Office base will be located at the nearest Scottish Borders CAB office to successful candidates home address.