



Community Outreach Officer/ Case Worker

(24 months fixed term contract with scope for an increased term - subject to funding)

An exciting opportunity to join **Act on Energy** as a Community Outreach/ Case Worker providing vital support to our existing Outreach team covering the Birmingham, Solihull and Coventry areas.

The energy efficiency sector is experiencing huge growth and with an ever-increasing level of fuel poverty and affordable warmth schemes the successful candidate will work with a wide range of people with a variety of needs and build strong relationships with community groups and front-line workers in the health and public sector.

About the Warmer Homes West Midlands project

Warmer Homes West Midlands is an ambitious partnership programme, which provides for the very first time a universal, top-level energy advice service for low income and fuel poor households across the seven urban local authorities of the West Midlands; Birmingham, Coventry, Solihull, Sandwell, Dudley, Walsall and Wolverhampton.

We have been up and running for approaching two years now and the service is going from strength to strength. We have just secured more funding to deliver the second expansion phase of the service and our ambitions don't stop there.

Advice and support are delivered by a team of qualified energy advice specialists who run our freephone service. This work is complemented by our team of community development workers who work closely with local communities, driving awareness and interest in our service through the delivery of community events, drop-in sessions, roadshows, and training sessions for organisations we work with. Our person centre approach also extends to home visits for households who need more involved advice and support.

This is a large-scale, high-profile energy advice programme that is actively supported by the West Midlands combined authority. It offers ambitious applicants a fantastic opportunity to make their mark across the region and put our service front and centre in the minds of households and key stakeholders across the region.

Still interested? Here's a little bit more about what we are expecting from the Warmer Homes West Midlands Community Outreach Officer

ABOUT YOU

This role is ideally suited to individuals with significant experience of working with vulnerable households/clients, families, and their carers. Experience working with front line teams in the health and social care sector, GPs, Hospitals, and other social care organisations. A confident communicator at all levels with a methodical and well organised approach to work.



THE ROLE

Supporting our existing team of Outreach workers, you will be supporting and working with the team across our regions, working with the general public and creating links with partner agencies to tackle the impact of people who are in fuel poverty. The role will be community-based, working with GP practices and other health and social care organisations, as well as teams allied to these organisations. You will help prevent the need for people to be admitted to hospital, reduce over-reliance on GPs and/or home care providers, reduce social isolation, and improve health and wellbeing at the same time as tackling fuel poverty and helping households improve energy efficiency of their homes, save money, and improve the quality of their lives.

DUTIES AND RESPONSIBILITIES

You will be supporting households through the provision of energy advice and onward support to ensure that vulnerable householders in fuel poverty are given the relevant support needed. This support will be holistic in its approach providing residents with advice on energy saving, income maximisation (through our partners), installation of low-cost energy measures and onward referrals for physical interventions in their home.

You will take time to understand people's needs and understand referral pathways to help seek solutions where needed.

You will also provide support to front line staff at partner agencies, GP's and Social care teams so they can access and understand the relationship between warm homes and improved health outcomes.

You will work in the community and from home with one day per week based at the offices of Act on Energy offices in the region.

SKILLS

You will need to operate independently and have the skills to manage your workload from home, use our case management database and communications systems, understand privacy rules and safeguarding, and work as part of our team who will provide support/supervision, training and case meetings. You will need to:

- ▶ Achieve agreed outcomes and outputs, and personal appraisal targets, as agreed by your line manager
- ▶ Be committed to the Act on Energy's core values of public service, quality, equality, empowerment and to demonstrate this commitment in the way duties are carried out.
- ▶ Ensure that all duties are undertaken with due regard and compliance with the General Data Protection Act 2018 and other legislation
- ▶ Carry out duties and responsibilities in accordance with Act on Energy's Health and Safety Policy and relevant Health and Safety legislation
- ▶ Work some weekends and evenings as required
- ▶ Possess the ability to communicate effectively both orally and in writing
- ▶ Liaise with the Public, Local Authorities and other bodies as required.



PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job. It will also be used in the short-listing and interview process for this post. You should demonstrate in your CV and covering letter how you meet each of the following essential criteria. Please ensure that you address each one of the criteria as this will be used to assess your suitability for the post.

It is essential that you have:

- ▶ Experience of working with vulnerable customers/ households in the community
- ▶ Knowledge and experience of housing, health and social care services and practice
- ▶ Experience delivering advice and training sessions
- ▶ Ability to drive high standards in relation to customer service.
- ▶ Educated at least to A level or equivalent with an excellent standard of written English
- ▶ Excellent customer service skills and the ability to communicate with a wide range of audiences
- ▶ Demonstrate accurate numerical skills and have an eye for detail when processing information
- ▶ Excellent Self-management skills, to enable workload organisation from home, prioritisation, and implementation, with minimum supervision
- ▶ Flexible approach – demonstrating ability to respond positively to changes in allocation of work at short notice to set deadlines
- ▶ Commitment to equal opportunities and anti-discriminatory practice and to work with a diverse customer base.
- ▶ Excellent Computer skills including Microsoft word and excel
- ▶ Driving licence and use of own car

It is desirable that you have:

- ▶ Knowledge of domestic sustainable energy and affordable warmth issues
- ▶ Level 3 award in Energy Awareness desirable but not essential as training will be provided
- ▶ Good general knowledge of energy infrastructure in UK
- ▶ Experience of working in, or in support of, local or other statutory authorities

In addition to the above we are also looking for:

- ▶ Enthusiasm and commitment to environmental and social welfare objectives
- ▶ A flexible, dynamic and creative approach
- ▶ Other IT skills

Ok, so now we know you're really interested - what are the next steps?

We'd naturally love to hear from you if you can show us why feel you're a great fit for this role. To do this, we'll need you to send us your CV outlining your work history and achievements date and covering letter stating clearly how you feel you meet the requirements of the role.

Please ensure that you evidence as many of the above criteria as possible as we will use this to assess if we can take you forward to the interview stage.

TERMS OF EMPLOYMENT

Position*	Community Outreach Officer – Warmer Homes West Midlands project
Location	Office, home and other location based
Salary	£25,244 per annum – Grade D salary band
Hours	37.5 hours - Monday to Friday 9:00am to 5:00pm – Occasional early evening or weekend work may be required. Fixed term until 31 October 2024 (may have the potential to extend)
Reports to	Warmer Homes West Midlands Project Manager
Closing date	13 November 2022

*Subject to six-month probationary period

OTHER BENEFITS

Holiday: 25 days per annum plus bank holidays

Workplace Pension Scheme

Training provided

HOW TO APPLY

Please send your CV and cover letter by email to jobs@actonenergy.org.uk (please put job reference WHWM-COO01 in the email's subject) or post your documents to:

FAO Gareth Williams

Ref: WHWM-COO01

Act on Energy

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