

Energy Navigator

Reports to	Social Prescribing Service Manager	Contract	Permenant
Salary	Up to £27,140	Annual leave	30 days plus bank holidays (pro rata)
Hours	Full-time (37.5 hours per week)	Closing date	11 th May 2026
Based	Turkey Mill, Maidstone and throughout West Kent		

Purpose

Involve believes that everyone, regardless of the challenges they face, should have the opportunity to thrive. The Energy Navigator plays a key role in making this belief a reality by delivering the **Positively Connected Kent** service, which works to ensure every person in Kent has the energy they need to live with dignity, comfort and opportunity, regardless of income, circumstance or postcode.

You will work alongside communities most affected by fuel poverty and rising energy costs, providing trusted, practical and compassionate support. Rooted in lived experience, community voice and partnership working, the role connects insight with action, helping households manage energy bills, keep warm, access support and build long-term resilience.

The Energy Navigator contributes to reducing inequalities by meeting people where they are: in community settings, in their homes, and through accessible telephone and digital support. In addition the navigator will oversee a small team of volunteers who will support the programme.

Key Tasks and Responsibilities

- Proactively manage your own wellbeing and resilience and attend training, team meetings and regular one to ones and supervisions.

Community Focused Delivery

- Deliver light touch energy advice at community events, outreach sessions and local venues.

- Provide face to face energy advice, including home visits, to support households with complex or multiple needs.
- Deliver telephone and digital energy advice, ensuring support is accessible and responsive.
- Support households to take action and implement at least one energy efficiency or energy saving measure.
- Deliver community workshops
- Deliver small amounts of staff training for organisations

Advice, Support and Referrals

- Identify households experiencing fuel poverty, financial hardship or risk of crisis.
- Make onward referrals to appropriate support, including fuel poverty assistance schemes and crisis payments.
- Support residents to improve digital confidence where this is a barrier to accessing energy or wider support.

Insight, Quality and Learning

- Accurately record all activity, outcomes and evidence using the agreed CRM and Outputs Workbook.
- Use insight from delivery to contribute to service learning, improvement and innovation.
- Participate fully in training, supervision, reflective practice and team meetings.

Partnership and Ways of Working

- Work collaboratively with partner organisations, Involve Kent & Medway and other delivery hubs.
- Champion Involve's values and contribute to a culture of kindness, inclusion and continuous learning.
- Uphold safeguarding, data protection, lone working, health & safety and equality policies at all times.
- Take responsibility for personal wellbeing and resilience, recognising the emotional demands of the role.

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Uphold Involve's Values

- **Kindness** - We treat everyone with compassion, respect, and humanity.
- **Inclusion** - We remove barriers so everyone can participate fully.
- **Integrity** - We act honestly, transparently, and with accountability.
- **Empowerment** - We support people to make choices, build confidence, and shape their future.
- **Innovation** - We continually improve, adapt, and seek creative solutions.

We strongly value lived experience at Involve. If your lived experience is relevant to this role, we welcome your application, even if you don't meet every requirement below.

Person Specification	Essential	Desirable
Lived experience of disability and/or caring responsibilities	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience supporting people experiencing fuel poverty or financial hardship	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience delivering advice or support in a community setting	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to communicate clearly and compassionately with a wide range of people	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of face-to-face, telephone or digital service delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Understanding of energy bills, fuel poverty or energy support schemes	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Ability to assess needs, manage boundaries and make appropriate referrals	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Good IT skills and ability to use case-management systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Understanding of safeguarding, risk and data protection	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work independently while contributing to a wider team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Willingness to travel locally and undertake home visits	<input checked="" type="checkbox"/>	<input type="checkbox"/>
L3 Energy Advice qualification (or willingness to work towards)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Approved
April 2026**