

Job description

Energy Caseworker (Redress)

Main purpose

- Provide energy advice to householders by telephone and face-to-face at events and in their own homes.
- Offer information to help householders to access appropriate support.
- Provide in-depth, longer-term support to householders.
- Provide administrative support to the delivery of projects.
- To maintain accurate and detailed records of all interactions with householders.

Dimensions

The Energy Caseworker (Redress) will be required to:

- Deliver advice and support to households living in a specified geographical area e.g. West of England, Somerset or Wiltshire.
- Communicate with householders clearly, confidently and persuasively using appropriate language and style for target audience. Listening carefully, responding empathically, building rapport and trust, checking for understanding, empowering and motivating and providing challenge where appropriate.
- Take responsibility for day-to-day updating of Centre for Sustainable Energy systems for recording calls and advice outcomes etc.

Specific responsibilities

- Engage with disadvantaged households who need help with energy issues.
- Improve the understanding and confidence of households in fuel poverty to better manage their energy use.
- Reduce the financial hardship and stress of households in fuel poverty by supporting their access to lower tariffs (where possible), grants for heating and insulation improvements and income maximisation.
- Improve the wellbeing and safeguarding of households in fuel poverty whose health conditions are exacerbated by living in a cold home.
- Identify energy improvements that can be made to the home and refer to installers who can fit them.
- Refer households onto other organisations in the area as appropriate for further support.
- Advocate on behalf of householders when communicating with energy suppliers, including

making formal complaints on behalf of clients where necessary.

- Manage several complex casework cases over a period of time with minimal support.
- Maintain appropriate client confidentiality at all times in accordance with relevant policies and procedures.
- Carry out outreach activities and/or explore networking opportunities if demand for the service is too low.

Discretionary responsibilities

- To give advice to people in their home.
- To attend events and deliver talks to client groups.
- To support CSE volunteers, interns and advice staff.
- To build and maintain relationships with relevant organisations in the specified geographic area.

Working relationships and contacts

- The post holder will be managed by a designated HES Project Manager/Officer.
- The post holder will receive mentoring and supervision from experienced colleagues.
- The post holder will work closely with immediate colleagues in the HES team and will develop and maintain effective communication and working relationships with colleagues across CSE.
- The post holder 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 post holder may have regular contact with installers.
- The post holder will work closely with other third sector organisations, local councils and health and social care organisations.

General expectations of the post holder

- Adherence to CSE's policies and procedures.
- Familiarise yourself with CSE's mission and strategy and to help the organisation in delivering these.
- Take personal responsibility for decisions on your work, seeking assistance and input from others as appropriate.
- To communicate clearly, confidently and persuasively using appropriate language and style for target audience, listening carefully, building rapport and trust, checking for understanding, empowering and motivating and providing challenge where appropriate.
- Working with challenging and difficult to engage clients.
- Adhering to the defined boundaries of support provided by HES and being clear towards clients about what is expected in terms of engagement
- To represent self and CSE positively within and outside CSE (including representing CSE to

external clients, partners, funders and wider public), encouraging action by others in line with project and CSE goals.

- To use resources (including your time) efficiently and effectively, maintaining accurate records within CSE systems.
- Identify opportunities to improve CSE's services and project delivery and help meet CSE's strategic objectives.
- To keep up to date with information required for effective performance in your role and seek opportunities to develop relevant skills and capabilities.
- An understanding of how your work and that of your team contributes to CSE's wider organisational impact, aligns with CSE's mission and current strategy and reflects CSE's purpose, methods and values.
- Compliance with CSE's policies and procedures, including data recording processes and GDPR.
- A responsibility for your own health and safety and that of your colleagues in accordance with Health and Safety legislation and CSE policies and procedures.
- Demonstration of the core qualities of commitment to CSE, collaboration, conscientiousness and initiative through your own work and in your working relationships with others (both within CSE and externally).

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

Place of work and other requirements

Our preference is for a full-time commitment of 37.5 hrs a week, however we will consider requests for part-time working, no less than 30 hrs a week, which is the equivalent of four working days per week. This is a fixed contract term ending on the 31 May 2026. The role is subject to a six-month probationary review.

You may work some of the time in our Bristol office, where desks are booked using a rota system, some of the time working from home and some of the time in our partner organisation offices in the West of England area. Our preference is for most of your time to be spent working from our office in Bristol, however depending on candidate locations we can consider a more flexible arrangement.

This post is subject to a DBS check.

The post holder will undertake City & Guilds Energy Awareness training as part of their induction.

The post holder will enrol in the Household Energy Services Training Programme which will include undertaking the City & Guilds Energy Awareness course as part of their induction. The post holder will also join our mentoring programme and attend regular supervision sessions through which they will receive regular support from experienced members of staff.

Person specification

Requirements	Essential	Desirable
Educational and professional qualifications	<ul style="list-style-type: none"> • Minimum Maths and English GCSE or equivalent. 	<ul style="list-style-type: none"> • Education to a higher level e.g. Degree or equivalent.
Experience	<ul style="list-style-type: none"> • Experience of giving advice. • Experience of customer service. • Experience of taking a lead on the delivery and coordination of project-based activity. 	<ul style="list-style-type: none"> • Knowledge of benefits system. • Understanding of energy efficiency measures and fuel poverty. • Understanding of the challenges of giving face to face support to vulnerable households.
Skills and abilities	<ul style="list-style-type: none"> • Ability to respond to vulnerable clients in a respectful and engaging manner. • Ability to demonstrate active listening skills in order to correctly identify the support needs of clients. • Ability to present complex information in an accessible and appropriate 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. • Able to work independently and use own initiative. • Highly organised at managing time and workload. 	
Technical skills	<ul style="list-style-type: none"> • Skilled in use of MS Office applications including Word, Excel and Outlook. 	<ul style="list-style-type: none"> • Knowledge and experience of using databases, Teams and Zoom • Full UK driving license.