

JOB DESCRIPTION

TRAINEE Energy Advice Caseworker

Role Title:	Trainee Energy Advice Caseworker
Band:	£20,868 pro-rata (rising on achieving competence as a caseworker)
Reporting To:	Energy Team Manager
Hours of Work:	17.5 or 35 hours per week

ROLE PURPOSE

The role aims to tackle fuel poverty by providing a service specifically targeted at the most vulnerable and financially excluded people and communities.

The post holder will provide a flexible menu of services including: money advice, income maximisation and welfare benefits advice, financial capability and energy advice and will also deliver energy advice awareness sessions to groups, individuals and front line staff.

NB: The post holder will be provided with appropriate supervision, support, mentoring and training to carry out the duties within this Job Description. A comprehensive training and development package will enable the post holder to achieve competence as a caseworker within 6-12 months.

MAIN DUTIES & RESPONSIBILITIES

1.	Advice Work
	<ul style="list-style-type: none"> 1.1 Provide generalist level advice as well as energy efficiency advice in a holistic approach that takes into account the whole advice needs of the client. 1.2 Undertake and manage ongoing casework as appropriate to the project. 1.3 Act for the client where necessary, drafting letters, budgets and financial statements and carrying out any calculations as appropriate. 1.4 Ensure income maximisation through the take up of appropriate benefits. 1.5 Deal with client's enquiries face to face by; appointment or drop-in session, at outreaches, by telephone, home visit or by other electronic methods. 1.6 Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation.
2.	Project Activities
	<ul style="list-style-type: none"> 2.1 To submit successful applications to the Trust Fund. 2.2 To liaise with and develop positive relationships with staff from external organisations and delivery venues to ensure the smooth and effective delivery of the service. 2.3 To deliver presentations, briefings & workshops about; debt advice, energy and fuel efficiency and the project using appropriate methods e.g. PowerPoint/ Slides and deliver these to members of the public and organisations. 2.4 To attend events, conferences, workshops as required by the BGET. 2.5 To meet the individual performance targets set for project advisers (daily, weekly, monthly and annually) and ensure that the advice given meets the required Quality Standards.
3.	Project Monitoring
	<ul style="list-style-type: none"> 3.1 To maintain detailed statistical information both manually and electronically as required by the project and CAM. 3.2 To support and provide information to the Line Manager to enable the continued development of the project in meeting the needs of the client. 3.3 To undertake client feedback surveys to assess the impact of the advice and information they have received.

4.	Research & Campaigns
	<p>4.1 Assist with Research & Campaigns work by providing information about client's circumstances, statistical information and nature of cases.</p> <p>4.2 Assist the Line Manager to monitor service provision to ensure it reaches the widest possible client group.</p> <p>4.3 Alert other staff to local and national issues.</p>
5.	Professional Development
	<p>5.1 Keep up to date with legislation, case law, policies and procedures relating to money advice, and attend appropriate training.</p> <p>5.2 Attend relevant internal and external meetings as agreed with the Line Manager.</p> <p>5.3 To participate in the independent file review process as detailed in the office manual.</p> <p>5.4 To prepare for and attend supervision sessions and appraisals with the designated Supervisor/Manager.</p> <p>5.5 Assist in initiatives to improve services.</p>
6.	Administration
	<p>6.1 To follow the policies and procedure as stated in the Office Manual.</p> <p>6.2 To be self-administering and comply with existing practices.</p> <p>6.3 To ensure that all client work is recorded accurately on CASEBOOK and other required sources.</p> <p>6.4 To record all information necessary to meet monitoring and evaluation requirements.</p> <p>6.5 To assist in the general administration tasks e.g. taking messages; collating statistics; processing post.</p>
7.	General
	<p>7.1 Uphold the aims and principles of Citizens Advice and its equality & diversity policies.</p> <p>7.2 Abide by health & safety guidelines & share responsibility for own safety and that of colleagues.</p> <p>7.3 To work in a positive and supportive manner and contribute to the creation of a good team environment.</p>
8.	Other
	<p>8.1 A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job and is not included to be an inflexible list of tasks.</p> <p>8.2 CAM is a fast moving organisation and therefore an employee's duties may be varied from time to time. The post holder accepts that they may be asked to undertake any other work or duties as may reasonably be required within the scope of and commensurate to the nature of the post to ensure the effective delivery and development of the service.</p>

PERSON SPECIFICATION

TRAINEE Energy Advice Caseworker

ESSENTIAL CRITERIA		
Experience		
1.	Recent paid or voluntary experience of providing generalist welfare benefits/money advice to a minimum of generalist advice level.	Application Form and Test
Skills & Abilities		
2.	The ability to prioritise tasks, identify and work to deadlines and manage own time effectively to ensure KPI's are met and caseload managed.	Application Form, Interview & Test
3.	Excellent communication and interpersonal skills, both orally and in writing, in order to communicate and liaise with clients, third parties and colleagues at all levels.	Application Form and Interview
4.	An ability to work effectively and collaboratively <i>both</i> within a small team and also as part of the wider organisational team.	Application Form and Interview
5.	Ability to deliver a presentation/training using a range of techniques.	Application Form and Interview
General		
6.	An understanding of and commitment to; implement the Aims, Principles and equality policies of the service.	Application Form and Interview
DESIRABLE CRITERIA		
D1	Qualified to/working towards the Citizens Advice Generalist Advice Certificate or equivalent.	Application Form and Interview
D2	Experience of delivering energy advice.	
D3	An understanding of current issues facing disadvantaged groups in society, in particular fuel poverty issues and their effect.	

There will be a written exercise prior to the interview, which will be used to assess each candidate's knowledge of advising on welfare benefit/money advice issues at generalist level.