

INVERNESS, BADENOCH AND STRATHSPEY CITIZENS ADVICE BUREAU



POST AVAILABLE -	Fuel Debt Adviser
Location:	Union Street, Inverness
Hours/Days per week:	Up to 35 hours per week
Salary:	£21,359 - £24,488 pa (pro-rata)
Normally appointed at the start of this scale, dependant on experience.	
Closing Date:	Monday 29th August 2022 at 5pm
Interviews:	W/c 5th September 2022

About Us

Inverness, Badenoch and Strathspey CAB is an independent charity providing advice, information and support to people across our community. We are a friendly team of over 60 employees and volunteers working over 3 locations (Inverness, Raigmore and Aviemore) delivering a busy advice service. We strive to deliver a good quality service that meets the needs of our clients in a non-judgemental and confidential manner. We aim for individuals not to suffer through not knowing or understanding their rights and responsibilities or not being aware of the services available to them. We provide advice and options to our clients so that they can make informed decisions and feel empowered to improve their personal circumstance.

Purpose of the Role

To support clients who are experiencing fuel poverty and other debt related hardship to maximise their income, reduce their expenditure, access grant and crisis funding and provide advice to help clients build financial wellbeing.

As a Fuel Debt Adviser, you will have an interesting and rewarding role giving advice on a range of topics including debt, benefits, home energy efficiency measures as well as the broad range of other areas we provide advice on. You will work as part of a supportive team ensuring our clients receive a holistic service enabling them to exercise their rights and access the benefits and services they are entitled to.

You will work as part of the Money Advice Team and will have the opportunity to gain a broad knowledge in a range of topics as well as developing your skills and experience. You will be supported through an extensive initial training programme and encouraged to continually develop during your time with us.

JOB DESCRIPTION

Key Responsibilities

Advice Giving

- Interview clients over the phone, face to face or through video conference to gather relevant information about their circumstance and the issue(s) they are seeking help with
- Research the topic to identify options and potential action for the client
- Explain simply and concisely the options available to the client so that they can make an informed decision
- Offer practical help such as calculating benefits, calculating energy bills, completing forms and contacting other agencies on behalf of the client
- Negotiating with energy suppliers and other statutory and non-statutory bodies on behalf of clients
- Providing access to charitable funding to assist in supporting clients with fuel debt and hardship issues.
- Providing advice to clients to change energy related behaviours to help maximise the efficiency of their home energy systems including home heating and hot water.
- Liaise with specialist teams within the bureau on complex issues and on-going casework and ensure we are providing a holistic advice service
- Refer clients to other agencies and 3rd sector organisation for specialist support and advice
- Record each contact with the client on the CAB database
- Ensure advice given meets the standard expected and this is reflected in case records

Social Policy

- Identify issues brought to the bureau by clients which may have a wider social policy impact and needs further action at a local or national basis
- Record social policy issues on the case recording database
- Provide case studies to be used for highlighting social policy issues and for evidencing the work of the bureau

Case Management

- Manage workload by prioritising enquiries and casework and report back to manager on progress
- Use case recording database and other IT systems to ensure follow up action is taken within timescales

Data handling and Confidentiality

- Adhere to data protection regulations and ensure that special category data is handled in accordance with relevant legislation and organisational procedures
- Abide by Citizens Advice confidentiality policy

Working with Others

- Develop and maintain good working relationships with the team, share knowledge and information and make a positive contribution by working proactively toward delivering a good service for our clients
- Provide encouragement and support to our team of volunteers and contribute to their positive volunteering experience.
- Develop and maintain good working relationships with external stakeholders, including statutory and voluntary service providers
- Embrace our equality and diversity principles by treating everyone as individuals and with respect at all times

Training & Development

- Be proactive in identifying own training needs and taking responsibility for personal development
- Keep knowledge up to date on legislation relevant to the post and of local issues and policies
- Seek support from manager and participate in supervision and appraisal meetings. Use feedback constructively to further knowledge and skills

General

- Adhere to all IBS CAB policies and procedures
- Be willing to carry out any other related tasks, as required by your manager, which are compatible with the functions of the post.

PERSON SPECIFICATION

This role would suit an individual who is enthusiastic to gain new knowledge and learn new skills. You may be at the start of your career, returning to work after a break or simply looking for a change in direction.

The role involves working with clients who are often in a emergency situation and experience of dealing with clients in crisis would be advantageous.

What is important to us is that you:

- Want to advise and help a broad range of people particularly those who are disadvantaged
- Have an awareness of fuel poverty and related issues
- Have good communication skills and are comfortable talking to a diverse range of people face to face, over the phone and remotely
- Are able to build positive relationships with clients, colleagues, volunteers and external contacts
- Willing to have difficult and/or sensitive conversations
- Have a practical and common-sense approach with the ability to manage others expectations
- Are enthusiastic about learning and gaining new skills, knowledge and experience including a willingness to develop your knowledge and understanding of home energy efficiencies.
- Wish to achieve a good standard of work
- Are organised and able to prioritise and meet deadlines are adaptable to change and flexible in your approach to your working day

- Have a competent standard of written English that will allow you to complete comprehensive case records, produce correspondence such as emails and letters and complete forms on client's behalf
- Have a competent standard of maths/arithmetic that allows you to complete basic calculations such as benefits checks, energy bills, income and expenditure reports
- Are able to research information and are keen to solve problems
- Are confident in using IT systems
- Are interested in the work of CAB and associated social policy issues

Other Requirements

Please note that this post is subject to the completion of a criminal records declaration and a satisfactory Basic Disclosure check.

How to apply

Please use the [link](#) on this website to download an Application Pack

For further information, please contact:

Business Support Administrator
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