

**HELENSBURGH & LOMOND CARERS SCIO**

**JOB DESCRIPTION**

**Job Title**

Income and Energy Support Worker (part-time, fixed term contract until 31 March 2026)

**Employer**

Helensburgh and Lomond Carers SCIO

Lomond House

29 Lomond Street

Helensburgh G84 7PW

**Hours**

25 hours per week

**Salary**

£21,741

**Place of work**

The post holder will be based at Lomond House, Helensburgh, but is expected to travel throughout the Helensburgh and Lomond area to support the development and work of the carers service with a focus on energy and income maximisation. There is also a requirement to attend meetings, conferences, events and training opportunities, which may occasionally involve travelling to locations elsewhere.

**Reports to**

For the purposes of day-to-day line management, the post holder reports to the Manager who is accountable to the Management Committee of the Charity in respect of all employment related matters.

**Job Role**

To support the development and work of the Helensburgh and Lomond Carers SCIO, under the direction and supervision of the Manager with particular emphasis on energy and income maximisation. This will include identifying carers, understanding their circumstances, working with carers, their dependants and their families and organising, supervising and delivering services for individual and groups of carers at locations across Helensburgh and Lomond. The key focus of the job is on providing advice and support to carers who are low income/financially excluded/in fuel debt, taking a holistic approach in exploring energy, debt and benefits issues.

The post holder will also assist to establish effective working relationships with statutory and voluntary organisations that have a responsibility for supporting carers, which may involve options for joint service delivery.

**Purpose**

The main purposes of the role are:

To implement the workplan as set out in the Carers Fuel Poverty Alleviation Programme guidance notes.

To work in partnership with carers, their dependants, and professionals to ensure that the outcomes of the Carers Fuel Poverty Alleviation programme are achieved.

**Core Tasks/Job Activities**

To identify carers and ensure Carer Support Plans are completed, monitored and implemented.

To promote income maximisation

To promote benefits checks

To promote energy debt advice

To promote general debt advice

To assist in developing knowledge and financial resilience

To provide energy efficient advice

To promote services awareness

To promote CO awareness

To work to a plan agreed with the Manager and undertake appropriate duties as required.

To link with local statutory and voluntary organisations that have contact with carers and to work collaboratively with them in delivering services to carers.

To provide information, advice and support to carers and assist them in developing their own networks of support.

To plan and deliver of a programme of events, activities, workshops and training for individuals and groups of carers, face to face, online and telephone

To signpost and act as an advocate for carers in relation to partner organisations that may be able to assist carers.

To work as part of an effective staff team to ensure the centre functions efficiently and professionally.

To undertake any other tasks appropriate to the role, as directed by the Manager.

**Professional Responsibilities**

To ensure that accurate statistical records are maintained in order to inform service evaluation and meet the reporting requirements of funders.

To undertake personal development and training as required in line with designated responsibilities.

To produce a range of promotional materials.

To participate in the charity’ staff appraisal system

**Compliance**

The post holder is required to comply with all relevant statutory and regulatory requirements in fulfilling the Core Tasks and Job Activities described above, as well as the Policies and Procedures adopted by Helensburgh and Lomond Carers SCIO.

**Complexity**

The post holder will be expected to work on their own initiative and as part of a team and have proven experience of managing their own workload. They will require sound organisational skills, the ability to take the lead in introducing new initiatives, to prioritise work and meet deadlines. The post involves regular contact with carers, local authority officers and health and voluntary sector professionals at all levels.

**Additional duties**

Team working is essential to the smooth running of Helensburgh and Lomond Carers. It is the nature of the work that at times, responsibilities and tasks may be unpredictable and varied. When the occasion arises, staff are expected to work in a flexible way.

**Additional hours**

In order to meet the Helensburgh and Lomond Carers service requirements, there will be a requirement to work additional hours and staff are expected to co-operate with any reasonable request. Payments for additional hours worked, out-of-hours or weekend working will be in accordance with the post holder’s contract and Charity Policies.

**Annual Leave and Pension**

The basic annual leave entitlement for full-time staff working 35 hours per week is 20 days per annum in addition to 12 public holidays per annum (pro rata for part time staff). The Charity offers a workplace pension scheme with Aviva and will contribute 4% of your basic salary to the scheme. You will be required to match this contribution. You have a right to opt out if you do not wish to join.

**Special Conditions**

A full driving licence and access to a motor vehicle is desirable for this post. A casual car user’s allowance is available to reimburse mileage.

This job description is indicative of the nature and level of responsibilities associated with this job. It is not exhaustive, and the job holder will be required to undertake other duties and responsibilities commensurate with the grade or as directed by the ACTL/Manager.