Energy Efficiency Outreach Worker

### Job description

Job title: Energy Efficiency Outreach Worker

**Employer:** Health and Social Care Alliance Scotland (the ALLIANCE)

## Reporting to: Senior Officer (Links Worker Programme)

Purpose of the role

The Energy Efficient Outreach Worker (EEOW) will have responsibility for carrying out day-to-day activities in relation to the Vulnerability and Carbon Monoxide Allowance proposal (VCMA), with support from the wider Links Worker Programme team.

The post holder will be responsible for developing and delivering our Energy and Efficiency outreach project to Glasgow and West Dunbartonshire and will provide a specialist service to people who often experience complex social circumstances, using agreed, person-centred principles for monitoring, auditing and evaluating programme delivery.

**Tasks and responsibilities**

* Provide a specialist service to people who are often experiencing complex social circumstances, using agreed, person-centred principles for monitoring, auditing and evaluating programme delivery.
* Deliver training on the topic of energy efficiency to front-line workers (staff and/or volunteers) who engage with potentially vulnerable citizens.
* Responsible for developing and delivering our Energy and Efficiency outreach project to Glasgow and West Dunbartonshire.
* Arrange networking events as appropriate.
* To deliver within the Links Worker Programme for which the post holder has responsibility, to achieve outputs and outcomes as agreed with project funders.
* Provision of in-depth one-to-one energy casework support for citizens referred through the Links Worker Programme or via self-developed referral pathways.
* To treat all citizen’s data confidentially and to ensure that all data protection and security protocols are followed.
* To identify opportunities to deliver energy presentations to community groups and the subsequent delivery of presentations.
* To update and maintain appropriate citizens records and necessary data using citizens management systems to ensure the progress of work towards project targets is monitored and that project outcomes are fully recorded.
* Undertake and record all follow up work to ensure all necessary actions are completed for recorded queries.
* Work with Senior Officers/Management team as required to understand real time demand and establishment of priorities to ensure citizens needs are met.
* Maintain knowledge and understanding through a commitment to on-going development and learning.
* Contribute to the delivery of other ALLIANCE work programmes and projects as may be required.
* Any other duty as reasonably required.

### Person specification

**Essential**

* Experience at delivering advice to a wide range of citizens and be familiar with benefit entitlements as well as showing empathy and understanding of the issues faced by our citizens.
* Knowledge and understanding of the environmental, social and economic problems of deprived areas and the roles of the public, private and voluntary sectors in tackling them.
* Demonstrable experience and knowledge of the provision of advice to low-income households in energy efficiency or related fields.
* Self-motivation and the ability to work with limited supervision.
* The ability to work with a wide range of people and proven experience of working with vulnerable householders, low income and/or other disadvantaged groups, including a strong understanding of the challenges faced by people living in areas of deprivation in relation to living well.
* Tact and diplomacy when liaising with a wide range of organisations.
* A solution-focused approach.
* Non-discriminatory values.
* Proven and highly effective interpersonal and communication skills in working with people on a 1:1 basis and with organisations.
* Excellent influencing, negotiation and motivational skills in order to engage people and to enable them to take up a wide range of community services and activities.
* Excellent networking, recording and information management skills.
* Knowledge of facilitating service improvement and appreciation of different organisational cultures and workforce development.
* Ability to work effectively as part of a team and on own initiative.
* IT skills in word processing, spreadsheets, email and internet.
* An ability and willingness to travel extensively within the local community and wider area.

**Desirable**

* City & Guilds Level 3 Award in Energy Awareness or equivalent.
* Experience of project-based work in the fields of energy efficiency, community development and regeneration, housing, health, social policy or consumer issues.
* Education to a degree level, equivalent qualifications, or relevant experience.
* Experience of the preparation and delivery of presentations
* Experience of speaking to groups

Key relationships

* 1:1 relationships with people who are in vulnerable situations
* Primary care teams
* Third sector and community organisations
* Local authorities and Health led services

This post is subject to membership of the PVG scheme.

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