**ABCAB Energy Project**

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| **Employer** | Argyll & Bute Citizens Advice Bureau |
| **Job Title** | **Energy Debt Adviser** |
| **Responsible to** | Bureau Manager |
| **Location** | Location Flexible (bases in Helensburgh, Lochgilphead, and Oban)Expected travel throughout Argyll & Bute |
| **Salary** | £27,519 (pay review pending) |

**Summary of Role:**

The ABCAB Energy Debt Project has developed in response to the ongoing fuel crisis experienced in the UK in recent years and is set to continue as a measure to address the high levels of fuel poverty and debt in this locality.

The project is promoted through the ABCAB common channels to encourage members of our communities to engage with their Bureau for advice and support with their own specific concerns.

The support offered includes advocacy for clients with ongoing supplier issues; assistance with fuel debt through credit vouchers, grant funding, and repayment negotiation; energy efficiency + carbon reduction advice with home improvement grant advice; and referral to partner agencies where appropriate.

The project also takes a proactive approach to promoting energy efficiency and fuel stability by delivering outreach events to community groups which provides essential information on understanding domestic energy usage and costs.

The direct beneficiaries of the project are residents of the Argyll & Bute communities who are struggling to fund, manage or fully understand their fuel costs and energy usage, those seeking to improve the energy efficiency of their home, and those facing a breakdown of communication with their utility supplier.

The Energy Debt Project is open to all with a focus on vulnerable consumers including:

* Older People
* People with Disabilities
* Low Income Families
* Families with Young Children
* People in Fuel Poverty People in Hard to Heat Homes

**Key Responsibilities:**

* Provide impartial and verified energy advice to clients of the Argyll & Bute Bureau, with additional holistic advice in accordance with CAB principles;
* Complete casework required for those clients with short-term fuel crisis or long-term fuel poverty to assist in resolving utility debt, including: completing the debt process + producing CFS; acting as advocate for clients in repayment negotiation with suppliers; arranging fuel vouchers for short-term need; sourcing and completing funding applications to relive long-term debt;
* Complete casework required for clients presenting problems with their utility supplier; acting as advocate for the client in negotiation with the supplier; raising formal complaints with suppliers where resolutions have not been reached;
* Complete casework required for clients with significant supplier complaints who seek to escalate a dispute to the energy Ombudsman;
* Promote engagement with local and national energy support schemes such as ALI Energy, Home Energy Scotland, HEEPS and ECO4 / ECO Flex, to ensure clients receive thorough solutions for fuel poverty and energy efficiency issues;
* Raise Social Policy cases where incidences of poor practice, unfairness, or negligence occur;
* Provide consultancy support to build the energy advice capacity of the Generalist CAB advisers and to assist partner agencies;
* Actively engage with stakeholder groups including Ofgem, Energy Action Scotland, Argyll & Bute Energy Efficiency Forum, Energy Saving Trust, and Money Advice Scotland;
* Undergo a continuous programme of learning to maintain a high standard of in-depth and current knowledge regarding energy efficiency and carbon reduction; domestic energy supply and systems; the energy industry market; energy debt and energy efficiency grants; non-regulated alternative fuel use; domestic fuel rights and supplier License Conditions;
* Report and review of utiity debt cases within Bureau to manage target numbers required for funded energy projects.
* **Values**
* Part of the key responsibilities of all employees of the CAB and Citizens Advice Scotland are upholding the behaviours and principles of the organisation as detailed below:
* Person-centred: We are committed to the wellbeing of our clients, volunteers and staff and take a whole person approach to our work
* Empowering: we invest in people & support them to take action on challenges they face
* Supportive: We are caring and respectful and make sure that people receive support they need to improve their lives
* Inclusive: a non-judgemental, friendly & offer expert service to anyone in need of our help
* Collaborative: We work together as a network and with other partners in an open, respectful way, to build trust even when opinions differ
* **Team work and behaviours**
* Share relevant information and give support and encouragement to colleagues, in team meetings, with staff and volunteers, in development days, and training events
* Ability to receive feedback and a willingness to challenge constructively
* Willingness to work in a team, with kindness and non-judgemental attitude towards colleagues
* To support the principle of volunteerism in citizens advice
* Maintain and monitor effective and efficient administrative systems
* Demonstrate understanding of social trends and their implications for service provision
* Assist with creating shadowing opportunities and delivery of training when required
* A willingness to learn and reflect on practice, and developing your own standards
* **Self-Management & Personal Development**
* Take responsibility for personal safety in and out of offices in accordance with CAB policies
* Participate in the support, supervision and appraisal process with the Chief Officer
* Identify own learning needs and learning opportunities when required, and feeding back
* With the Chief Officer, identify and address your training and development needs
* **Service Development & Working in Partnership**
* To undertake recommendations from the Chief Officer with regards to planning and developing the CAB service in order to meet specific contract requirements
* To contribute information and reports relevant to your role
* To assist with the promotion of ABCAB to the wider community
* Contribute to the collation of statistical data, incl Annual Report and newsletter
* Contribute out relevant research and consultation exercises
* Assist in developing and gathering evaluation feedback from clients and partners
* To make appropriate referrals to key partner agencies, for valid support for clients or to other advisers as appropriate where there are other related problems such as employment
* Present a positive image of the CAB at all times
* **CAB Development**
* To contribute to the development of the CAB, its impact and services
* To participate in ensuring CAB policies are put into practice, with colleagues
* To contribute to gathering of information for local and national social policy work
* To attend relevant meetings with board of Trustees, e.g. Annual General Meeting
* The above job description is not exhaustive and include duties inherent in post as reasonably requested by the Chief Officer

**Requirements**

Please note that the post is subject to the disclosure of criminal history information and satisfactory references.