



Fuel Poverty Advisor Job Description

The post holder will provide a range of information and advice, including domestic energy efficiency assessments, to people living in fuel poverty.

1. Advise on fuel poverty issues

- Recognise the indicators of fuel poverty.
- Support the generalist core service by providing expertise to the wider team on debt, energy and fuel poverty related enquiries.
- Provide energy efficiency and energy switching advice over the phone, face to face, by mail or email. Support clients by calculating, negotiating, drafting letters and telephoning. Negotiate with third parties as appropriate.
- Work with the wider team to identify clients that present with other problems, in particular debt, where fuel poverty is an integral part of their case. Provide energy advice as required.
- Identify clients' income maximisation needs and signpost/refer appropriately.
- Identify the most vulnerable households and offer them a home visit to assess their living situation with reference to fuel poverty/energy efficiency. Give advice and agree an action plan – provide follow up visits as required to measure the impact of advice and support.
- Maintain accurate case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

2. Project development

- Train and support local volunteers so they can identify people in fuel poverty or who would benefit from energy advice. Ensure volunteers receive ongoing support and are giving clients the right level of advice
- Project monitoring to include a series of follow up visits to establish extent to which interventions have helped improve client situation, including measurement of wellbeing.
- Strengthen links with other local agencies that give advice on energy matters to improve coordination of services.
- Support the Energy Champion Coordinator (ECC) in the production of an easy reference source of local energy advice providers – a 'Green Pages'
- Support wider awareness building of the project, including production of case studies
- With support from the ECC identify clients who would be willing to help with media interviews.
- Attend internal and external meetings as required.

3. Research and campaigns



- Assist with local and regional research and campaigns work by producing evidence forms on energy advice.
- Alert the ECC and local office of emerging energy related local and national issues.

4. Professional development

- Hold or achieve City and Guilds Level 3 Domestic Energy Assessor award.
- Keep up to date with legislation, policies and procedures relating to fuel poverty.

5. Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Work within Citizens Advice Devon agreed systems and procedures including use of ICT and meeting of GDPR requirements.

Fuel Poverty Advisor Person Specification

1. Able to demonstrate a good understanding of the aims, values and principles of Citizens Advice, including equality and diversity.
2. An experienced generalist advisor with a particular interest in, or experience of, giving advice that supports the relief of fuel poverty.
3. Demonstrable comprehensive knowledge of the law, policies and practices relating to domestic energy efficiency.
4. Has an awareness of other local energy advice providers and an ability to create and maintain liaison with them.
5. Can sensitively interview clients, keep accurate records and demonstrate effective use of IT for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
6. Has strong interpersonal and good communication skills with which to inspire, engage and inform others on the benefits of energy efficiency practices.
7. Ability to respond positively to feedback and implement changes as required.
8. Willingness to share and adopt best practises as agreed with the ECC.
9. Can work effectively both independently and as part of a team: able to prioritise own work, meet deadlines, manage project work load and contribute towards shared - and achieve personal - contractual KPIs.
10. Possession of a full driving licence and use of a car, or otherwise able to fulfil the travel requirements of the post.
11. Can meet requirements of home visiting and lone working policies to safely conduct home visits; possesses or willing to undergo a DBS check.