

Community Outreach Officer

Vacancy	Community Outreach Officers
Positions available	1
Location	Home or office-based roles covering primarily Redditch District extending towards Solihull
Salary	£24,701 during training rising to £28,109 upon successful completion of probation.
Hours	Full time - 37.5 hours per week, Monday to Friday 9 a.m. to 5 p.m. (occasional weekend and evening work). Flexible working hours considered.
Benefits	<ul style="list-style-type: none">▶ 25 days holiday + bank holidays▶ Workplace pension scheme▶ Full Training provided▶ Away days
How to apply	CV and covering letter marked for the attention of Gareth Williams by email to jobs@actonenergy.org.uk (please include the job reference <u>AOE-COO03</u> in the email's subject) or post your documents to: <i>Recruitment</i> <i>Ref: AOE-COO03</i> <i>Act on Energy</i> <i>Unit 2 Lauriston Business Park</i> <i>Pitchill, Salford Priors</i> <i>Warwickshire WR11 8SN</i>
Closing date	See website

ABOUT US

Act on Energy is a fast growing and dynamic energy advice charity.

We've been at the forefront of expert energy advice in the Midlands for over 25 years.

And although Energy is in our name – we have people at our heart.

Because the climate crisis and drive to Net Zero – as well as rising energy prices and increasing fuel poverty – means that people need us more than ever. Demand for our help has never been greater. That's why we're hiring.

So, if you're looking for a career change that absolutely makes a difference to people's lives, our region and the environment...come join us!

ABOUT THE ROLE

The role is based in the community helping vulnerable residents with their energy needs. You'll support people with energy advice, understanding their needs and finding pathways to support them in their home.

KEY DUTIES AND RESPONSIBILITIES

- ▶ As part of our existing outreach worker team, you'll be working with the general public and creating links with partner agencies to tackle the impact of fuel poverty.
- ▶ The roles are community based in either the Redditch Borough Council or Bromsgrove District Council areas working with professional health workers such as GP practices, health visitors; community based social prescribers and health and social care organisations.
- ▶ Provide training to your key partners to understand the links between health and a cold home.
- ▶ You will be helping to prevent re-admission to hospital; reduce over-reliance on GPs/home care providers; reduce social isolation; improve health and wellbeing whilst at the same time improving people's lives by tackling fuel poverty and helping people to improve their home's energy efficiency.
- ▶ You'll be supporting people with energy advice and relevant support to vulnerable households. The support will be holistic – providing residents with advice on energy saving, income maximisation (through our partners), installation of low cost energy measures and onward referrals.
- ▶ You'll take the time to understand people's often complex needs and understand the right referral pathways to seek further help and support.
- ▶ You'll also provide support to other front-line workers so that they can understand the relationship between warm homes and improved health outcomes.
- ▶ You'll be based from home or the office but will be out in the community you serve.

ABOUT YOU

You should demonstrate in your CV and covering letter how you meet the requirements of the role. Please ensure that you address each one of the criteria above and below as this will be used to assess your suitability for the post.

Essential skills:

- ▶ Work independently and manage workload from home
- ▶ Experience of working with vulnerable people in the community and being able to manage the difficult situations households find themselves in with confidence and patience.
- ▶ Knowledge and experience of housing, health and social care practice
- ▶ Experience at delivering advice and training sessions
- ▶ Educated to A level standard or equivalent
- ▶ Excellent communication skills and ability to work with a wide range of audiences

- ▶ An eye for detail with excellent numerical skills
- ▶ Flexibility – being able to respond positively to changes in work at short notice and to set deadlines
- ▶ Commitment to equal opportunities and anti-discriminatory practices to work with a diverse customer base
- ▶ Excellent IT skills including MS Word; Excel and Teams
- ▶ Enthusiasm and ability to get stuck in and hit the ground running
- ▶ Full clean driving licence, business use insurance and the use of your own vehicle at all times.

Desirable skills:

- ▶ Knowledge of domestic energy advice and affordable warmth issues
- ▶ Level 3 in Energy Awareness (although full training will be given)
- ▶ Good general knowledge of energy industry
- ▶ Experience of working in – or supporting – local authorities or other statutory bodies.

TRAINING

Training and support will be provided to you including opportunities to attend short training courses and potentially gain qualifications as needed.

TERMS OF EMPLOYMENT

Subject to a 6-month probationary period.

Interviews will be held in person at our offices Nr Salford Priors, Warwickshire.

OUR MISSION/ CORE VALUES

At Act on Energy we strive to engage with householders to support them through their energy journey offering a full home energy support service and impartial advice with the householder at the centre of all that we do.

We ensure that we handhold the most vulnerable householders through all their energy needs and aim to empower others to make ongoing decisions that will provide better health and economic outcomes for residents of Warwickshire, Worcestershire, Coventry, Solihull, Birmingham and the wider West Midlands.