

**JOB DESCRIPTION**

**Community Energy & Welfare Support Worker**

**Full Time (37 hrs/week)**

**£27,180 per annum**

**End of March 2026 fixed term, with a possibility of an extension.**

**Place of work:** across our 6 community hubs

**Responsible to**: Welfare Project Manager

**Responsible for:** Not responsible for other staff

**Purpose of the role:**

To offer 121 support to clients providing essential advice on how to increase and manage their income including debt, council tax and housing benefits, pension credits, energy and utilities debt support, energy efficiency and home safety (Carbon Monoxide awareness). The post holder will also work with clients to access additional support by provide signposting to other services, making referrals to emergency food and fuel support as well as ensuring the remit of the project is met and maximum benefit is received by our clients.

**Main tasks:**

* Proactively identify, contact, meet and work with clients at risk of reduced income because of fuel poverty or financial debt.
* Respond to referrals, providing practical assistance and support
* Promote energy efficiency as a way of saving money on fuel bills andprovide general advice on energy, welfare benefits, debt and income maximisation.
* Advise residents of income maximisation through the appropriate take up of benefits and other financial assistance.
* Establish a good referral protocol and working relationships with local agencies to ensure that the project works holistically with other services in our communities. Create and maintain a directory of local advice agencies and make resident referrals for support as required.
* Keep up to date with changes in legislation and regulation that affect energy advice.
* Provide information and case studies for project reports.
* Maintain information through accurate record keeping including telephone conversations, face to face meetings and home visits on issues such as fuel poverty, welfare benefits and debt
* Keep detailed records of all interactions including savings made/increases in benefits achieved
* Provide clients with advice and support to enable them to:
  + Use their heating system and controls
  + Select the most economical and appropriate fuel tariff
  + Access energy and utility benefits/discount schemes
  + Clear energy debts
  + Reduce their energy use in through behavioural changes and,
  + Provide advice on low-cost measures to reduce energy usage
* Educate clients through 121 and group sessions the importance of Carbon Monoxide awareness and distribute CO monitors
* Advocate and liaise for householders with energy companies and the gas and electric network providers to ensure customers receive the best possible deal for their requirements.
* Complete grant applications to funds to assist householders in paying for energy debt and other household needs.
* Work to agreed goals and targets with a minimum of supervision
* Demonstrate good customer service skills and a professional, friendly and positive attitude to all clients
* Promote to generate self-referrals
* Provide effective support, both advisory and practical, to enable people to make positive changes to their behaviour and to improve the quality of their lives in relation to energy saving and wellbeing.

**General Duties:**

1. To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training activities as required by Worcester Community Trust.
2. To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job. There will be an expectation that this role will work outside of normal office hours as and when necessary in order to provide support for clients when they need it.
3. To undertake health and safety duties commensurate with the post and/or as detailed in the Directorate’s Health and Safety Policy.

**Notes:**

1. This post is subject to a criminal record check under the arrangements established by the Disclosure and Barring Service.

* The Trust reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.
* Reasonable adjustments will be considered as required by the Disability Discrimination Act.
* The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with Worcester Community Trust’s Equal Opportunities Policy.

**Person specification**

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| CATEGORY | **ESSENTIAL** | **Desirable** |
| **Education/Qualifications** | Excellent level of general education (numeracy & literacy)  Excellent standard of IT skills including e-mail, internet, Microsoft suite | Qualification in energy awareness or welfare benefits |
| **Experience (including voluntary)** | Demonstrable experience of dealing with the public in a service/customer related role.  To be able to undertake learning for the role - the National Energy Action **Level 3 Award in Energy Awareness.** | Experience providing advice on issues such as fuel poverty, welfare benefits and debt. |
| **Job-related skills and knowledge**  (these should be demonstrable) | A customer focussed attitude and approach.  Experience of dealing with a wide range of person-centred situations.  Able to demonstrate sound judgement and tact when dealing with customers in a variety of situations.  Excellent written/ communication skills.  An understanding of health and safety awareness both personal and general  Ability to assess challenging situations and pursue an appropriate course of action (based on specified criteria).  Ability to respond positively to challenging situations. | Experience of working in a similar role or environment  Organising/delivering advice surgeries for community groups.  An understanding of DWP and the UK benefits system |
| **Interpersonal skills** | Proven team working skills.  Good negotiation skills |  |
| Personal attributes | Able to prioritise own workload, recognising the impact to other team members of their activities.  Adaptable to changing priorities when the situation demands.  Attention to detail and accuracy.  Excellent Planning and Organisational skills.  Patience.  Flexible approach to working hours |  |
| **Other particular requirements or circumstances needed for the job** | Ability to engage with representatives from other organisations at various levels of seniority.  Post subject to enhanced DBS  **Full driving licence and access to a vehicle** |  |