

Carnegie Building,
Atkinson Road
Benwell, Newcastle NE4 8XS
Telephone 0191 273 7443
Email: info@searchnewcastle.org.uk

Dear Applicant

Thank you for your interest in the post of **Energy Advice Worker** at Search. You will find a job description, a person specification, and supporting information relating Search and to the role.

We are looking for an Energy Advice Worker to work on our West End Warmers project which has been established for 4 years now and is about to move into an exciting new funding phase. We will be offering energy advice and home energy assessments to people aged over 50 living in the west end of Newcastle. I would like to highlight that this role requires a knowledgeable, well organised and highly motivated worker who is able to work with our existing team, Energy Awareness Training can be provided for those who don't already hold the level 3 qualification. This is an exciting opportunity for anyone who loves variation in their job role and would welcome the challenge of working in small community organisation.

We hope you are interested in the opportunity and look forward to receiving your application by email to info@searchnewcastle.org.uk by Sunday 30th August, 10pm. Please complete the application form carefully, referring to the person specification. CVs will not be considered. A DBS clearance will be required for this role. Shortlisted applicants will be asked to come for interview, date to be confirmed. If you have not heard from us by 7th September, please assume you have not been successful.

Many thanks for your interest in Search.

Simon Luddington
Chief Officer

Search background information

Search is a small voluntary organisation based in the heart of the west end of Newcastle that works specifically with older people. It is a registered charity (1159907) with a trustee board that includes volunteers and local people.

Our Purpose

Promoting and protecting the welfare and wellbeing of older people.

What we Hope to Achieve

For local people, communities and organisations to know they can rely on Search for high quality services that are accessible, inclusive, and responsive to their needs.

How we Work

- **Inclusive;** giving older people a voice by a wide and varied involvement in the charity.
- **Trust;** building and maintaining trust in the organisation and its staff by being honest, reliable and open.
- **Person centred;** working towards the best interests of the individual and respecting the right of the individual to self-determination.
- **Purposeful;** keeping focussed on activities and services which maintain independence and promote well-being of older people.
- **Partnership;** working with older people and collaborating with other organisations to achieve our objectives.
- **Sustainability;** working to ensure the growth of the organisation, acting in an environmentally friendly way.
- **Learning;** consistent use of research and evaluation to ensure the voice and learning from older people is fully utilised.



JOB DESCRIPTION

POST: Energy Advice Worker

Hours: 20 hours per week.

Salary: £26,962 pro rata for a 37-hour week (£13.96 per hour)

Annual leave: 25 days plus bank holidays calculated and paid pro rata

Employee Benefits: 5% Employer contribution to NEST pension scheme, Cycle to work scheme, and access to an employee assistance scheme.

Post holder reports to: Community Services Manager

Closing date for applications: 30th August, 10pm, by email F.A.O. Simon Luddington to info@searchnewcastle.org.uk

Interviews: TBC

Role Description:

To provide information and advice, by telephone and by personal contact at the Search Advice Hubs and drop in sessions at our office in Benwell, to provide Home Energy Assessments in people's homes and Promote the service by giving talks on energy advice at outreach venues, including Community Centres and Sheltered Housing complexes.

To provide energy switching support when it is appropriate that someone will benefit from switching tariffs. Assess the homes for small energy measures and liaise with our Handy Man for fitting.

In addition, you will identify issues such as loneliness, social isolation, and declining health, Safeguarding Concerns and refer clients to ensure they can resolve issues and effectively manage life changing events.

Main Tasks

- To deal with Energy related enquiries from older people, their families, carers, friends and other interested parties principally in person or by telephone, post or email
- To work with clients in a reassuring, supportive and empowering manner in order to identify and assess needs, rights and entitlements and to maximise energy efficiencies.
- To explore the nature of the issues raised by the person and their wider circumstances presenting options to the person in an accessible form, enabling them to identify a solution.
- Where appropriate, and at the persons request, to act on their behalf and represent their interests with third parties by letter, email, telephone or in person
- To provide appropriate and timely advice and information to inform people about services available to them and how to access them, including other areas of Search and where appropriate, to refer clients to other agencies and sources of help
- To carry out home energy assessments in client's homes
- To make referrals and arrange for small energy saving measures to be installed where appropriate
- To maintain accurate and timely records and maintain case records
- To use appropriate systems to monitor and evidence the work of the service, and to help gather, update and organise relevant information to produce reports and statistics from appropriate sources
- To contribute information for our monthly reports and funders reports.
- Where appropriate, to work with other agencies in contributing to the development of the service
- To attend necessary training sessions and meetings in order to remain up to date on developments and issues affecting energy efficiency and older people

- To keep up to date with relevant legislation, policies and procedures
- To carry out tasks according to Search policies and standards, in particular on confidentiality, anti-discrimination policies and health and safety
- To carry out any other duties commensurate with the post

Search Information & Advice Worker

Person specification

Key: E – essential, D – desirable, A – assessed on application, I – assessed at interview, Ex – assessed by exercise

Criteria	E	D	A	I	Ex
Qualifications					
• Completion of Energy Advisor training or equivalent (Level 3)		√	√		
• Educated to degree level or equivalent		√	√		
Experience of:					
• Provision of energy/welfare benefit advice		√	√		
• Computer programmes e.g. Word and Excel	√		√		
• Writing and delivering presentations to outside groups		√	√		
• Working with vulnerable groups	√		√		
Knowledge of:					
• Energy advice, energy saving methods and energy saving calculations		√		√	√
• The principles of confidentiality relevant to advice work	√		√	√	
• The needs of the local community	√		√	√	
• Services provided by the voluntary sector		√	√		
Skills and abilities					
• Strong verbal communication skills and the ability to communicate clearly and effectively in writing	√		√	√	
• Effective negotiating skills	√		√		
• Ability to prepare high quality reviews and reports	√		√		
• Ability to deal impartially and sensitively with a range of different clients	√		√	√	
• Ability to interpret and explain clearly legislation	√		√	√	
• Excellent time management organisational skills	√		√		
• Ability to work with partners and develop the service	√		√		
• Ability to show initiative	√		√		
• Ability to work on one's own and within a team	√		√		
• Ability to work under pressure	√		√		
Values					
• A commitment to the work of voluntary/community organisations	√			√	
• A commitment to issues around diversity and the principles and practice of equal opportunities	√			√	
• A flexible approach to working arrangements	√			√	
• Full driving license with access to a vehicle		√	√		

