

JOB DESCRIPTION

JOB TITLE	AFFORDABLE WARMTH ADVISOR
SALARY BAND	7
HOURS	37 hours per week (Monday to Friday) <i>Work outside normal office hours will be required for which time off in lieu will be granted.</i>
RESPONSIBLE TO	Affordable Warmth Coordinator
RESPONSIBLE FOR	N/a
LOCATION	Middlesbrough Environment City, Sandy Flatts Lane, Acklam, Middlesbrough, TS5 7YN
JOB PURPOSE	The post holder will provide general home energy efficiency advice to people over the age of 50 in a range of venues including people's homes, community venues and public events. Adopting a holistic approach, the post holder will engage with people over 50 to identify any additional factors that might impact on their loneliness and isolation. In addition, the post holder will engage with and provide training to front-line staff and community organisations, raising awareness of the issue of fuel poverty and making them aware of how to make referrals for help. The post is funded by the National Lottery through the National Lottery Community Fund.

Main Duties and Responsibilities:

1. Engage with and deliver awareness raising and training sessions to volunteers and front-line staff, with a focus on staff from the health and social care sector. To enable them to give simple energy advice, identify people in need of further support and make appropriate referrals.
2. Provide one-to-one energy advice to people over 50, including energy efficiency advice and tariff comparisons, through home visits and in other settings and by telephone, email and social media.
3. Whilst engaged in the above intervention undertake a holistic assessment of the individuals needs. This should include an assessment of the impact of loneliness and isolation on the individual completing documentation required by Ageing Better Middlesbrough (ABM), and if appropriate making referrals to partner organisations including ABM.
4. Providing a high-profile presence at community events to raise awareness of the opportunities available to residents, with a focus on those over 50, to improve the energy efficiency of the homes.
5. Liaise with other MEC projects, Affordable Warmth Partnership members and other initiatives in Middlesbrough to maximise the opportunities for joint working and cross referral of beneficiaries.

6. Take referrals from partner organisations, identifying an appropriate pathway for each person over 50, and making referrals to partner agencies to ensure that support is in place.
7. Ensuring beneficiaries are supported in ways that maximise the health benefits accruing from the project, including through addressing long term health conditions and supporting hospital discharges.
8. Organise events and produce promotional materials, press releases and other information sources on affordable warmth. Ensuring all promotional materials meet the requirements of ABM and the National Lottery Community Fund.
9. Undertake training with ABM on the Apricot Database and ensure that all required project data is input into the database accurately and in a timely manner. Prepare reports as requested and attend project review meetings with ABM.
10. Also comply with monitoring and record keeping in line with MEC guidance and the Affordable Warmth Team.
11. Support the development and maintenance of the UNO database and be a point of contact for enquiries in relation to energy efficiency of Middlesbrough's housing stock.
12. Work with all MEC staff and if appropriate support Ageing Better activities to maximise the achievement of outcomes across MEC and ABM through a joined-up approach to working.
13. Ensure impartiality and maintaining client confidentiality when dealing with client information.

In addition to these duties, all staff are expected to:

- Demonstrate and uphold MEC's core values: innovative; challenging; flexible; empowering, supportive; cooperative; inspirational; and adaptable.
- Assist with other aspects of MEC's work as appropriate and such other duties in keeping with the general aims of the post as may from time to time be determined by the Director.
- Ensure that the requirements of the company's Health and Safety policies and procedures are practised and observed.
- Ensure that the requirements of the Company's Equal Opportunities, Environment and Data Protection policies and procedures are practised and observed.
- Attend training as required to continue to undertake and develop the role effectively.
- Contribute to Middlesbrough's Public Health agenda, through developing a basic understanding of Public Health issues and signposting to local health improvement services. Appropriate training will be provided.
- As this post involves work with children and vulnerable groups, any appointment will be subject to a Disclosure under the Disclosure and Barring Service.

PERSON SPECIFICATION

JOB TITLE: Affordable Warmth Advisor

Main Attribute	Detailed Attribute	Essential	Desirable
Qualifications	Good general education.	✓	
	A recognised qualification in Energy Efficiency.		✓
	Hold, or be working towards, PTLLS or equivalent level teaching award		✓
	Driving Licence	✓	
Knowledge and Experience	Experience of providing one-to-one advice to vulnerable people in homes or community settings	✓	
	An understanding of some of the complex issues and needs of people living in poverty	✓	
	Experience in delivering training and awareness-raising to community groups, volunteers and front-line staff.	✓	
	Computer literate, with knowledge of packages such as Microsoft Word, Excel, Powerpoint and Access.	✓	
	Experience of delivering energy efficiency programmes, including providing advice, access home energy efficiency measures and making referrals to partner agencies for additional support.		✓
	Experience in planning and organising events.		✓
	Experience in running externally funded projects with defined targets, outcomes and timescales.		✓
	Understanding of public health issues in relation to affordable warmth.		✓
Personal Attributes	Person focussed, with a commitment to helping people and delivering an excellent person-centred service in a	✓	

	non-judgemental way.		
	Excellent written and verbal communication skills.	✓	
	Excellent presentation skills.	✓	
	Organisational skills and ability to use initiative to successfully plan workload for self and others and meet agreed objectives.	✓	
	A commitment to continuing education.	✓	
	Able to work as part of a multi-disciplinary team.	✓	