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**Job description and person specification – Energy Advisor**

**Role description**

**Background to the role**

Exposure to the cold can have devastating impacts on the health of older people. Every winter, more older people die than in the summer months; 25,000 older people do not survive the cold weather each year[[1]](#footnote-1). The cold exacerbates conditions such as heart attacks, strokes, respiratory problems, pneumonia, arthritis and depression amongst older people. It also increases the risk of falls and accidents at home. In addition, the cold weather makes it difficult for people to get around, which can lead to depression, loneliness, and isolation.

Improving older people’s incomes, making their homes energy efficient, and providing advice and emergency support can save lives. It is essential that energy and warmth are incorporated into the assessment of older people’s general health and wellbeing to reduce excess winter deaths, social isolation and unnecessary suffering.

**Main Purpose of Role**

To work with Age UK Teesside’s Health & Wellbeing Team, health and social care professionals and local organisations to identify older people who are vulnerable to the effects of cold weather and support them to stay warm and well through the winter months.

**Key Responsibilities**

* Act as a key contact within Age UK Teesside for energy/ fuel poverty enquiries Provide specialist energy/ fuel poverty advice to older people through telephone advice; face-to-face assessments in people’s homes; office-based assessments; talks and awareness raising events in the local community.
* Work with local organisations to identify older people who are at risk from the cold, and develop an awareness of keeping warmth and tackling the causes of fuel poverty in the local area.
* Keep up to date with appropriate energy/ fuel poverty policy developments to ensure that the most accurate advice is offered.
* Report on project progress to your Line Manager.

**Key Tasks**

**Provide specialist advice on energy related issues**

* To carry out energy advice sessions for older people across Middlesbrough and Stockton, at organised events, or in their homes to provide advice and follow up support on the following aspects of energy efficiency and warmth:
  + Advice to empower older people to switch their energy tariff, supplier or payment method to save money.
  + Guidance on methods to save energy in the house to reduce fuel bills.
  + Check if they are eligible for the Warm Home Discount and help them claim if necessary.
  + Advice on offers and deals e.g. Green Deal and ECO (but not referring directly to supplier schemes).
  + SMART meters – providing information on getting the best out of the technology and reducing concerns.
  + If in the older person’s home, carry out an assessment of the state of the property, living conditions and general health and well-being.
  + To signpost to other internal or external services either related to energy (e.g. boiler replacement or insulation grants, home energy checks,) or to other areas (e.g. benefit checks, mental health services or help with shopping or cleaning).
* To run public facing awareness raising and energy/ fuel poverty advice sessions in the local community to engage with older people, and identify those that may be vulnerable to the effects of cold weather, including in pharmacies, GP practices, day centres, lunch clubs.

**Identify older people who are vulnerable to cold weather**

* To promote the service through existing partnerships with local health and social care professionals and community organisations to receive referrals into Age UK Teesside for those struggling to keep their homes warm.
* To carry out targeted promotional activities to identify older people in the community who are vulnerable to the effects of cold weather. To provide training and awareness sessions to professionals including:
  + The Health & Wellbeing Team to encourage them to include warmth and energy related issues into their general assessments of health and well-being.
  + Internal front line staff that provide services in older people’s homes to encourage them to spot people who could benefit from energy advice.
  + Health and social care professionals, and staff from local organisations who come into contact with older people in the community to encourage them to refer into Age UK Teesside for energy advice and support.

**Report on project progress to the Age UK Teesside Project Team**

* To collate data towards and participate in the evaluation of the programme which will be managed by Age UK Teesside.
* Report on project progress to the Age UK Teesside Project Team and complete project progress reports required by the project funders.
* Produce an interim and a final report on the success of the project against the key performance indicators (with recommendations for future delivery options).

**Person specification**

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|  | **Essential** | **Desirable** |
| Knowledge and qualifications | * Experience of engagement and project delivery with a wide range of individuals and communities * Experience in setting-up and maintaining relationships with external agencies and community-based organisations * Experience in data collection, maintenance of project records and report writing. | * Experience and understanding of issues relating to energy efficiency and fuel poverty * Experience and understanding of issues relating to community energy projects * Knowledge and understanding of current and proposed government fuel poverty initiatives (e.g. Green Deal and ECO) |
| Skills and experience | * Ability to work with multiple stakeholders, both internal and external * Communication: report writing skills, presentations, verbal * Analytical, solutions focused problem solving skills * Experience with Microsoft Office applications (Word, Excel and PowerPoint) * Ability to work using your own initiative * Ability to prioritise workload, with good time management skills | * Knowledge and experience of providing energy advice within a community setting * Knowledge of methods to increase the energy efficiency * Training and presentation skills * Promotional and marketing skills |
| Personal attributes | * Adaptable * Approachable and friendly manner, with an engaging personality * Excellent verbal and written skills * Collaborative approach to teamwork * Constructive approach to partnership working | * Self-motivated * Innovative skills |
| Any additional job related requirements | * Current drivers licence and access to a vehicle * Willingness to undertake occasional evening and weekend work |  |

1. [↑](#footnote-ref-1)