

JOB DESCRIPTION

JOB TITLE	Warm Homes Engagement Officer
SALARY BAND	7
HOURS	30 hours per week including weekends and evenings will be required
RESPONSIBLE TO	Health Project Manager
RESPONSIBLE FOR	N/A
LOCATION	Middlesbrough Environment City, Sandy Flatts Lane, Acklam, Middlesbrough, TS5 7YN
JOB PURPOSE	To raise awareness amongst, voluntary sector organisations, community groups and other agencies of the issues and impacts associated with fuel poverty across the Tees Valley and to increase the number of referrals for support, particularly referrals to the Warm Homes Fund programme.

MAIN DUTIES AND RESPONSIBILITIES

1. Develop and deliver a coordinated programme of talks, presentations and training sessions to community groups and organisations across the Tees Valley to develop an understanding of the causes, impacts and mitigation measures of fuel poverty.
2. To provide follow-up support to community groups and organisations following presentations and talks, answering queries, providing and signposting to further information.
3. Provide more extensive training in affordable warmth to front-line staff and volunteers where required using the approach of Making Every Contact Count, particularly to increase referrals to the Warm Homes Fund programme.
4. Attend public events to raise awareness of the issues of fuel poverty in local communities.
5. Produce promotional materials, press releases and other information sources on affordable warmth.
6. Where appropriate, assist in making referrals for the Warm Homes Fund energy efficiency measures programmes.
7. Where appropriate, signpost or make referrals to other partner agencies for specific advice and support.
8. 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.
9. Monitor projects, keep accurate records, and provide reports as required, using our CRM Tool, Charitylog.
10. Ensure impartiality and maintaining client confidentiality when dealing with client information.

IN ADDITION TO THE ABOVE

- Follow, promote and practice MEC's core values, namely: 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 MEC's Health and Safety policies and procedures are practised and observed.
- Ensure that the requirements of MEC's Equal Opportunities policies and procedures are practised and observed.
- Ensure the requirements of MEC's Data Protection and Confidentiality policies and procedures are followed, and the General Data Protection Regulations are complied with.
- Follow and promote the MEC's Environment Policy and sustainability ethos.
- 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.
- Attend training as required to maximise performance, undertake new projects and meet new challenges within the organisation.
- Work with all MEC staff to maximise the achievement of outcomes across the organisation through a joined up approach to working.
- 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: Warm Homes Engagement Officer

Main Attribute	Detailed Attribute	Essential	Desirable
Qualifications	Good general education.	✓	
	A recognised qualification in Energy Efficiency.		✓
	Hold, or be working towards, TAQA and PTLLS		✓
	A recognised qualification in Welfare Rights.		✓
	Driving Licence	✓	
Experience	Experience in delivering training and awareness-raising to community groups, volunteers and front-line staff.	✓	
	A proven track record in the delivery of 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 of using UNO database, including inputting and extracting information.		✓
	Computer literate, with knowledge of packages such as Microsoft Word, Excel, Powerpoint and Access.	✓	
	Knowledge of renewable energy systems.		✓
	Experience in running externally funded projects with defined targets, outcomes and timescales.		✓
	Understanding of public health issues in relation to affordable warmth.		✓
	Understanding of Making Every Contact Count.		✓
Personal Attributes	Customer focussed, with a commitment to delivering excellent customer service.	✓	
	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.	✓	