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| **Job Description** | |
| **Post title** | Energy Support Worker |
| **JE Reference No** | N10886 |
| **Grade** | 4 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Development & Housing - Housing Solutions |
| **Reporting to** | Housing Project Manager |
| **Location** | Your normal place of work will be County Hall, Durham but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To provide support, assistance and advice to those households who are at risk of carbon monoxide poisoning associated with households using potentially dangerous portable gas heaters and poorly serviced gas heating boilers. The post will also provide energy saving advice and referrals to partner organisations.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* To establish, maintain and use spreadsheet and database systems to target households countywide to offer carbon dioxide poisoning awareness, energy saving grants, Priority Service Register referrals and gas connection grants.
* To coordinate countywide promotions to promote and raise awareness of carbon monoxide poisoning and associated services.
* To work with households to provide guidance on how to reduce the risk of carbon monoxide poisoning help them take actions to reduce these risks and sign post them to other relevant agencies if necessary.
* To provide households with advice via telephone calls and home visits on how to reduce the risk of carbon monoxide poisoning and provide advice literature via postal or e-mail systems.
* To establish systems to monitor the assistance provided and maintaining an Outlook appointment diary for the Managing Money Better service.
* Refer clients to energy efficiency grant programmes and undertake grant sign ups and inductions.
* To flag any carbon monoxide dangers encountered to the appropriate line management and Northern Gas Networks.
* To work with clients/families to establish suitable long-term energy and carbon monoxide awareness.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 2 or equivalent |  |
| Experience | * Experience in delivering telephone and face to face advice and assistance services * Experience of providing support to clients to achieve positive outcomes * Working in a similarly challenging role | * Experience of giving support to vulnerable people * Experience of completing and submitting grant application forms |
| Skills & Knowledge | * Knowledge of Housing energy efficiency legislation and carbon monoxide safety * Good verbal and written communication skills * Excellent interpersonal skills * Excellent administrative skills, with ability to organise and prioritise own workload and to deliver work within deadlines * A caring approach and a desire to achieve a high quality of life for customers * The ability to deal with people effectively and sympathetically in sometimes difficult and sensitive situations * The ability to liaise with other agencies in order to achieve the best results for all concerned * Be able to work as part of a team and support other colleagues in their roles |  |
| Personal Qualities | * Flexible * Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance) * Will be required to undertake lone working |  |