

JOB DESCRIPTION: Energy Support Advisor and Project Lead

LOCATION: Home based with UK wide travel. The postholder will need to have access to a private space for receiving and returning calls.

RESPONSIBLE TO: Family Support Hub Manager

**SALARY:** 25-28k pro rata dependent on experience

DIRECT REPORTS: None

TYPE OF ROLE: Part Time, up to 28 hrs per week available

Fixed term until end March 2026

PURPOSE OF POST:

The role of the energy advisor is to advise on energy efficiency and maximise money available to families of children with life-limiting/life-threatening conditions who are experiencing/facing fuel poverty. Any family can experience fuel poverty, but the need to stay warm to keep pain at bay, and to power specialist medical equipment means that families with a child with a life-limiting conditions are at particular risk. The postholder will provide dedicated telephone support and information, practical guidance and signposting to specialist services where required. You will be integrated into our family support team and will work alongside our existing team contributing to the day-to-day delivery of our Helpline service and our wider Family Support Hub.

You will also support the policy and communications team by helping to identify the challenges faced by families with children with life-limiting conditions, to deliver systemic change to ensure no one faces fuel poverty at the end of life.

The postholder will also develop and run workshops at hospices in the South East region of the UK, delivering presentations, attending events and creating resources to support families and professionals caring for families where there is a child with a life-limiting/life-threatening condition.

# DUTIES AND RESPONSIBILITIES

# Provide direct information and support for families through our Helpline Service and wider Family Support Hub.

* Lead the development of a new energy advice service as part of Together for Short Lives Family Support Hub Offer.
* Become the expert within our family support hub team providing specialist knowledge on support offered by fuel / boiler / heating providers, partner schemes and energy grant availability
* Develop an understanding of the criteria of all available energy grants and energy schemes.
* Respond to calls from families in need, (via our Helpline service, LiveChat and email)

providing specialist information and support in matters related to fuel poverty. This might include information and guidance on:

* + Priority Services Register
  + Warm Home Discount Scheme
  + Cold Weather Payments
  + Winter Fuel Payments
* Assist families in making appropriate applications for energy grants, energy vouchers and energy schemes, and other welfare benefits which would help to maximise income for families facing fuel poverty
* Help families via our Helpline and Facebook groups to understand energy bills, energy tariffs, energy metering, energy usage and practical ways to reduce energy usage with energy saving tips.
* Make referrals or signpost where appropriate, for further specialist support for families living in fuel poverty.
* Enable families to understand how to increase their energy resilience, access the correct financial support and enabling support, such as the Priority Services Register.
* Maintain appropriate records of all enquiries on our call handling system and database.
* Assist families with completing grant applications.

# Training and Education

# Train family support and outreach teams to be able to handle enquires with greater knowledge about utility companies, energy questions and fuel poverty, and the support available to our families in need

* Improve the ability of existing staff to identify fuel poverty in homes and provide appropriate support.
* Be the lead point of contact in the charity providing virtual support to health care professionals contacting our services, directly helping with fuel poverty matters, and by answering energy-related enquiries.
* Work with national Energy Action to facilitate and deliver an annual national webinar
* Work alongside our Head of Education and Professional Engagement in the development and implementation of a learning programme and associated resources (energy toolkit) aimed at professional and our parent experts group to increase the understanding of financial security in particular relation to fuel poverty including:-
  1. signs of a household suffering from fuel poverty, how to react and where to report it to.
  2. The role of the Priority Services Register, why it’s important for vulnerable households to be signed up to it and how to ensure the households we support are signed up.

# Development of a pilot programme of workshops in hospices in the South East Region UK

# Work alongside our Head of Education and member hospices in the South east region (11 in total) to develop and deliver energy educational workshops for families and staff.

# Evaluate the impact of the workshops.

# Awareness Raising and Promotion

# Work with our Policy team to help identify issues which require systemic change in policy and practice, in order to reduce fuel poverty when a child is end of life.

* Work alongside our communications team to produce accurate and accessible relevant content for our social media channels, ensure that the impact of the service is communicated externally and internally in a timely and meaningful manner.
* Work alongside our communications team to develop a digital campaign to promote the Priority services Register and promote our new energy advice service.

# Other

* Maintain up-to-date, working knowledge of sustainable energy matters and affordable warmth.
* Maintain accurate records and monitoring of grants and vouchers awarded to families following advice/assistance, compiling quarterly statistics on take up, case load and support provided including case studies.
* Support the wider work of the charity as we develop resources, projects and programmes to support our professional membership to develop services for families and supporting our communications and broader campaigns to ensure that they reflect the diversity of our audiences.
* Attend PSD team meetings in the Bristol office and contribute to wider organisational meetings and events as appropriate
* Work within the guidelines of the organisation’s safeguarding policy and the Local Safeguarding Children’s Board (LSCB) procedures.
* Contribute to Together for Short Lives team meetings where appropriate.

**PERSON SPECIFICATION**

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| **QUALITIES** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** | A minimum of 2 A’ Levels or equivalent | City and Guild qualification in Energy Awareness or relevant/equivalent qualification  Knowledge and understanding of welfare benefit system. |
| **Experience** | Proven track record of interrogating and progressing highly complex personal casework.  Providing listening support. | Knowledge of the children’s palliative care sector.  Experience of working within the energy advice sector  Record keeping and awareness of GDPR principles  Experience in providing welfare rights advice and/or money advice to a diverse and vulnerable and varied group of clients.  Experience working within the third sector |
| **Skills & Abilities** | Ability to learn and assimilate information on a specific area of support and to use this knowledge to help clients  Excellent telephone manner: skilled active listener with the ability to identify a caller’s needs and respond empathetically.  Ability to communicate clearly and effectively with a wide range of people regarding sensitive and/or complex issues, both verbally at events and in writing.  Good organisational skills. Able to plan, prioritise and implement work allocated in a timely manner.  Cultural sensitivity and awareness.  Excellent I.T Skills including experience using Microsoft office, data bases and social media  Ability to store and access data from databases  Ability to respect and maintain confidentiality. | To have a comprehensive knowledge and understanding of energy regulations and energy procedure.  Working with excluded and disadvantaged individuals.  Delivery of presentations  Planning and/or running events.  Collecting and monitoring data.  Report writing |
| **Personal Qualities** | Empathetic and non-judgmental approach to working with service users  Emotionally resilient and pro-active in seeking personal support.  Have own transport and be willing to travel , particularly in the South east region of UK.  Ability to work effectively in a team and as an independent worker  Ability to set and maintain professional boundaries with staff, children, family and visitors  Commitment to the values and behaviours of Together for Short Lives and to be an ‘ambassador’ for the charity |  |