

PEC CASE WORKER (WARM & WELL ACTIVITY COORDINATOR)

Role Profile



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| Title | PEC Case Worker (Warm & Well Activity Coordinator) | |
| Grade | GRADE E | |
| Reference: | N206 | |
| Reports to: | Plymouth Energy Community Project Manager (Warm & Well) | |
| Work style Definition | Office based hot-desk/touch down worker | |
| Job Type: | Semi Professional | |
| Primary purpose of role | To provide activity coordination and case work towards the successful completion of a National Lottery funded project Warm and Well, which aims to develop innovative fuel poverty prevention services for disabled residents in Plymouth. The activity coordinator will support vulnerable residents to engage in fuel poverty prevention services to improve financial, physical and mental wellbeing. | |
| Key accountabilities and key measures | Role Outcomes <ul style="list-style-type: none"> ▪ Coordinate and deliver community activities including outreach events, training and focus groups (25%) ▪ Support vulnerable users to access an end to end personalised service through home visits to prevent or address fuel poverty (25%) ▪ Manage the delivery of energy advice / appropriate measures to improve individual circumstances (20%) ▪ Provide income maximisation advice to improve economic wellbeing (15%) ▪ Accurately record outcomes from case work in order to build a portfolio of data to be used in evaluating the scheme (15%) | Role Measures <ul style="list-style-type: none"> ▪ Activities effectively delivered ▪ Participation targets in grant agreement met ▪ High levels of resident and partner satisfaction ▪ Accurate data suitable for evaluation |
| Key activities | <ul style="list-style-type: none"> ▪ Coordinate and deliver outreach events for residents including drop-ins, training and focus groups (15%) ▪ Undertake home visits to approximately 60 beneficiaries each year who may have medical or mental health conditions, or are frail, disabled, and/or in deep poverty. Residents may be in a state of distress when presenting | |

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| | <p>themselves to the post holder. The post holder will have a direct responsibility to deal with the issues presented to them (20%)</p> <ul style="list-style-type: none"> ▪ Contacting residents referred to the project in order to enable relevant activities to address difficulties (5%) ▪ Provide a package of advice and support around fuel poverty and energy efficiency in the home (10%) ▪ Advise residents of financial help available via income maximisation checks, including grants and welfare benefits, and help them obtain the aid to which they are entitled (10%) ▪ Where appropriate, assess the resident's property for heating and ventilation needs and draw up appropriate schedule of works. Seek out estimates for work from approved installers and evaluate these to ensure proper contractual agreements are made between the resident / guardian and the builder. Ensure all stages of work are monitored, including supervision of work on site until satisfactory completion (10%) ▪ Regular handling and processing of grant awards for physical measures (approx. £60k p.a.) as well as residents' financial information in a secure and confidential manner (15%) ▪ Maintain a client and stakeholder database, keep accurate data records for each case and coordinate the evaluation process throughout the project (10%) ▪ Act as an advocate for Plymouth Energy Community and contribute to its overall aims. |
| Essential qualifications/ knowledge | <ul style="list-style-type: none"> ▪ Minimum of 3 A-levels (A-C), or substantial relevant work experience ▪ Developed knowledge of the impacts of poor housing on health ▪ Developed knowledge and experience of the welfare system, including income maximisation for service users ▪ Good understanding of the issues surrounding fuel poverty, including causes, effects, and remedies ▪ An understanding of welfare trends and their implications for disabled residents and service provision ▪ Knowledge, awareness and experience in the appropriate application of the Data Protection/confidentiality, Freedom of Information and Equalities legislation ▪ Knowledge of the community energy sector and its role in supporting uptake of energy efficiency ▪ A willingness to undertake appropriate and regular training as required. |
| Desirable qualifications/ knowledge | <ul style="list-style-type: none"> ▪ City and Guilds Level 3 in Energy Awareness ▪ Good knowledge of domestic energy efficiency ▪ Customer care qualifications/training. |
| Essential experience | <ul style="list-style-type: none"> ▪ Significant experience of working as a case worker, providing an end to end solution for service users |

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| | <ul style="list-style-type: none"> ▪ Experience of giving information and referring customers in a sensitive manner on the telephone, in writing and in person ▪ Experience of working towards targets in order to meet project targets and outcomes ▪ Significant experience of giving income maximisation advice to clients ▪ Working with the vulnerable. |
| Desirable experience | <ul style="list-style-type: none"> ▪ Experience of working on a similar energy / fuel poverty related project ▪ Experience of working in a health related project ▪ Experience of writing schedules of work for contractors ▪ Project management experience. |
| Essential skills | <ul style="list-style-type: none"> ▪ Friendly, with excellent interpersonal skills and a sympathetic manner to provide excellent customer service to residents and also manage day to day relations with partner agencies, volunteers and contractors. ▪ Effective communication skills with particular emphasis on public presentation, negotiating, representing and preparing reviews, reports and correspondence ▪ Ability to work effectively with minimal supervision ▪ Methodical and organised, with good attention to detail ▪ An ability and willingness to help develop then implement procedures ▪ Competent user of ICT including Microsoft Office, (Word, Excel, and Outlook) or equivalent. |
| Corporate standards <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. | |