

Dundee Citizens Advice Bureau

Dundee Citizens Advice Bureau is an independent and innovative advice organisation, providing holistic advice and support to local people.

The Energy & Benefits Adviser will provide advice on all aspects of energy and income maximisation in order to address fuel poverty. They will deliver budgeting support and help clients to switch suppliers (if appropriate) and advise on ways to be energy efficient, keep homes warm and save money.

The role will be based in our office at Dundee Central Library with the possibility of some home working upon successful completion of probation period.

The successful candidate will be required to complete the City and Guilds Level 3 Energy awareness award (if not already held).

Job title: Energy & Benefits Adviser

Hours per week: 33 hours per week worked over 4 days (full-time)

Job Description

- To conduct multi-channel interviews, using sensitive listening and questioning skills to allow clients to explain their problem(s) and empower them to set their own priorities.
- To provide energy advice and assist clients in accessing emergency energy funds.
- To check whether individuals are eligible to apply for benefits or access other income maximisation support.
- To explore clients' circumstances, support needs and access channel preferences considering language barriers, accessibility needs, and issues around digital access and ability.
- Participate in presentations, outreaches and other community engagement activities as required.
- Act for clients as necessary by undertaking calculations, negotiating with third parties, completing applications, drafting and writing letters.
- Signpost clients who can do more to self-help
- Identify any emergencies
- Develop and maintain expertise in relevant legislation e.g. welfare rights and benefits
- To liaise where appropriate with Bureau staff and other relevant agencies.
- To record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

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Research and campaigns

- Participate in research and campaign activity by providing information about clients' circumstances and acting on behalf of clients
- Keep up to date with current research and campaign issues
- Assist in the identification of areas for development and priorities for future campaigns

Learning and development

- Keep up to date with legislation policies and procedures and undertake appropriate training
- Read relevant publications to maintain knowledge and expertise
- Prepare for and attend relevant supervision sessions/staff meetings/project meetings/Trustee board meetings as and when required.

Service Development

- Comply with systems for monitoring and reporting on client satisfaction and the outcomes of advice.
- Develop and maintain comprehensive local resources which identify other sources of help and support and enable effective signposting and referring
- Raise and maintain awareness of the project through the design and distribution of publicity material and through talks and presentations

Other duties

- Uphold the aims, policies and membership conditions of the Citizens Advice.
- Liaise and develop links with statutory and non-statutory organisations and represent the Bureau service to outside bodies as required.
- Comply with all monitoring and reporting requirements and provide progress reports for senior management team, Trustee Board and project funders as required.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Adhere to the organisation's information assurance policies and procedures and report any breaches of incidents of non-compliance.
- Undertake any other duties that are consistent with the level of the post and ensure the effective delivery and development of the organisation's services.

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Person Specification

- An understanding of and commitment to the aims, principles and policies of the Citizens Advice service.
- Experience of providing advice to the Advice Quality Standard or the willingness and ability to undertake training
- Knowledge of relevant legislation, documentation, rules and regulations relating to benefits and energy advice or a willingness and ability to undertake training
- Good oral communication skills and the ability to communicate well with a wide cross section of people including members of the public, statutory and non-statutory agencies.
- The ability to communicate effectively in writing with particular emphasis on negotiation and representation skills and on preparing letters and reports
- The ability to monitor and maintain own standards, prioritise work and meet deadlines and targets
- The ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
- An organised approach and the ability to work as part of a small team as well as on own initiative.
- The ability to research, analyse and interpret complex information and numeracy skills at level required to undertake the role effectively.
- A commitment to continuing professional development
- Preferably, the regular use of a car for work purposes including home visiting and outreach.
- Ability to speak to groups and organisations about the work of the Bureau.

Desirable Requirements

- The Citizens Advice Certificate in General Advice
- City and Guilds Level 3 in Energy Advice