

Job Title: Warm & Well Case Worker
Responsible to: Operations Manager

About the role

The Warm and Well Case Worker will be responsible for close partnership working, ensuring that the project remit is met and that maximum benefit is received by clients. You will ensure that specialist high quality advice and assistance is provided across Angus by providing specialist help, advice, support and training to elderly and disabled Angus CAB clients, volunteers and partner agencies throughout Angus. This role will include a home visiting service. The case worker will support a team of Warm and Well home visiting volunteers and aid the Operations Manager with volunteer recruitment, training and retention.

Job description

Key responsibilities

- > Undertake and successfully complete CAB adviser training programme
- > Develop and deliver training sessions to partner agencies to raise awareness of fuel poverty, scams and other issues raised by clients
- > Providing specialist support to clients including casework regarding fuel debts and any other complex issues including welfare benefit issues.
- > Offering benefit checks to maximise income and assess eligibility for discount schemes
- > Promoting energy efficiency as a way of saving money on fuel bills and general assistance with other energy issues
- > To establish good referral protocol and working relationships with local agencies including Home Energy Scotland to ensure the project works holistically with other services across the region
- > Promotion and marketing of the project throughout Angus
- > Ensure volunteer home visits are carried out safely in accordance with bureau procedures
- > To assist the Operations Manager with volunteer recruitment and training
- > Providing information for project reports
- > Attending staff and team meetings when required
- > Apply CAB aims, principles and policies when dealing with enquiries
- > To ensure that all work meets quality standards set by Citizens Advice Scotland membership audit conditions and Scottish National Standards for Information & Advice as well as the requirements of the funder

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonably requested by the Operations Manager.

Person specification

Knowledge, skills and experience

Essential

- > Recent relevant experience of working within an advice setting
- > Experience of using case management systems
- > Experience in advice areas such as fuel poverty, welfare rights, debt and housing
- > Ability to work flexibly as required by the needs of the service
- > Experience in delivering presentations to groups
- > Ability to work without close supervision, prioritise own work and meet deadlines
- > Experience of using a range of IT tools to carry out your work, including Zoom, Microsoft Teams, Microsoft Office applications, online applications, internet and email etc.
- > Ability to communicate effectively, both orally and in writing.
- > Ability to identify and respond to the communication needs of clients
- > A commitment to the aims, principles and policies of Citizens Advice Bureaux
- > Ability to operate as a team player and communicate effectively with colleagues and managers

Desirable

- > Completion of Citizens Advice Scotland's Adviser Training Programme (ATP)

Additional requirements

- > The post is subject to the receipt of a satisfactory basic disclosure
- > The post is subject to Criminal Convictions Declaration

The Angus Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.

Charity number: SC010051

Charity name: Angus Citizens Advice Bureau (SCIO)