



|   |                                    |  |   |
|---|------------------------------------|--|---|
| <b>Job Title</b>  | Fuel poverty caseworker            |  |   |
| <b>Department</b>   | Housing                            |  |   |
| <b>Section</b>  | Private Sector and Energy          |  |   |
| <b>Responsible to</b>   | Private Sector and Energy Manager  |  |   |
| <b>Staff Managed</b>  |                                    |  |   |
| <b>Direct Reports:</b>  | <b>Temps/TAC managed per annum</b> | <b>Project staff managed per annum</b> | <b>Are staff highly mobile or based on different sites?</b> |
| No: 0   | No: 0                              | No; 0                                  | Yes   |
| <b>Budgets managed</b>  | Staffing £ nil                     | Other £ nil                            |   |
| <b>Purpose of Job; (Brief summary of why the job exists, and what the main outcomes expected are)</b> |                                    |  |   |

The postholder will assist residents through advice and appropriate referrals to other agencies to remove them from fuel poverty or to mitigate the same. This will be through advice on fuel tariffs; maximising income and improving the energy efficiency of their home.

**Key duties and responsibilities of current role** (in bullet points): List the key activities and tasks that must be undertaken to achieve the outcomes – up to 10 normally

- Carry out surveys of dwellings and report on the energy efficiency of dwellings using recognised Government and industry methodologies. Report on the energy efficiency of dwellings and recommendations for improvements. Report on compliance with statutory and advisory housing standards.
- Refer reports to owners of dwellings and, where appropriate, to other departments of the Council. Liaise with owners regarding the nature of any improvement works identified and monitor the progress of these works
- Advise on the availability of financial assistance to carry out property improvements.
- Provide personalised advice to residents on the availability of alternative fuel tariffs and assist residents in switching to alternative tariffs and/or alternative fuel suppliers
- Obtain information from residents in order that advice on income maximisation, in particular, the claiming of state benefits and entitlements, may be provided by partner organisations and/or contractors. (Ideally, the candidate will be able to provide this advice themselves.)
- Keep detailed notes of all casework carried out, filed in a logical manner, capable of being easily accessed by colleagues.
- Liaise as necessary with organisations carrying out similar or complementary activities.
- Provide periodic reports on work carried out and the outputs and outcomes of that work.
- Raise awareness of fuel poverty issues through training sessions, talks and outreach work to a range of audiences.

**Decision Making** - please tick those which best describe this post

|  |   |  |  |  |   |
|--|---|--|--|--|---|
| Decides on routine matters within clear rules/guidelines | Decisions from wide range of alternatives | Responsible for deciding how work is carried out | Advises others/sets guidelines to follow | Develops new policies/significant changes to service provision | Manages significant changes to services |
| ✓  |   |  |  |  |   |

**Impact** of decisions: please tick those which best describe this post

|  |  |   |  |  |
|--|--|---|--|--|
| Limited/short-term impact, easily remedied | Material impact, on departments or external services to public | Significant impact on services, external organisations or other individuals | Major impact on services provision, the public, or ext organisations | Major impact on council policies across range of depts, or large scale external impact |
| ✓  |  |   |  |  |

**Contacts**; please tick those which best describe this post

|   |   |   |   |
|---|---|---|---|
| Basic information giving on clear rules/facts                     | Advises on non-complex, routine matters   | Advises on matters either specialist/complex <b>or</b> important <b>and</b> contentious                             | Advises on highly complex matters- inc negotiating& influencing |
|   | ✓   |   |   |
| Post has material impact on person, service or org they deal with | Contacts result in substantial impact on council or ext organisation re direction of service provision/ acts on behalf of council | Contacts result in major implications for council or org eg whether a service runs or not/acts on behalf of council |   |
| ✓   |   |   |   |

**Creativity/Problem solving**; Please tick those which best describe this post

|   |  |   |  |   |
|---|--|---|--|---|
| Works to clear procedures, routine problems | General guidelines, some interpretation needed to solve difficult/complex problems | Regularly updates, improves how services are provided | Develops new solutions across diverse range of subjects/complex issues | Work guided by general principles only, major role in developing new approaches |
|   | ✓  |   |  |   |

# Person Specification

Please set out what is essential for the competent performance of full duties and responsibilities of the job, including technical, professional or specialist skills or experience required

## Qualifications

Please list the minimum qualifications (or equivalent educational standard) including the level of qualification required for this post. This information should relate to the qualifications etc required for the job and may not be the same as those held by the postholder.

| Qualification                                     | Level                           |
|---|---------------------------------|
| <i>Building surveying or Environmental Health</i> | <i>Professionally qualified</i> |
|   |                                 |
|   |                                 |

## Work experience

**Please list the type of work experience required, and the level of experience required**

- At least 6 months experience post-qualification in the surveying of domestic buildings for the diagnosis and reporting of building defects and the reporting of energy efficiency performance (essential)
- Experience of working in local government or as a contractor of a local authority (desirable)
- Experience of communicating with vulnerable people (desirable)
- Experience of public speaking (desirable)

## Skills:

**Please specify specific skills required, and the level of skill required**

- **Skills and knowledge necessary to carry out a full SAP assessment of existing dwellings (desirable)**
- **Knowledge of the range of measures to address and allieviate fuel poverty (desirable)**
- **Ability to communicate with a range of audiences i.e. vulnerable people, community groups, health workers**

## Professional Standards and Competencies

### Drive for Excellence

Competency Definition...is setting high standards of excellence for oneself, for others and for Westminster City Council.

Delivers what is expected

- Maintains motivation and commitment to get the job done.
- Stays focused on the task in hand.
- Delivers on time to the expected standard.
- Manages time and workload effectively.
- Takes responsibility for delivering own work without requiring unnecessary supervision.

### Service Focus

Competency Definition...is understanding the needs and requirements of Westminster's diverse

'customers' in order to shape the service offered and exceed expectations.

- Follows through on enquiries, requests or complaints.
- Provides a friendly, helpful service to others.
- Responds to immediate, stated needs of others.
- Maintains professional standards when dealing with customers.
- Is trustworthy - does what s/he promises to do.

## Planning & Organising

**Competency Definition...**is developing clear, structured and efficient approaches to managing workloads and delivering results.

### **Manages own workload**

- Uses simple planning tools - to do lists and diaries.
- Creates plans to tackle specific, well defined tasks.
- Juggles priorities effectively.
- Plans on a day-to-day basis.
- Allocates time effectively.

## Professional Expertise

**Competency Definition...**is developing, maintaining and sharing the appropriate level of expertise and knowledge in one's own professional field.

### **Answers questions**

- Responds to specific requests for technical and professional advice.
- Provides clear, unambiguous guidance on professional matters.
- Maintains sound level of professional knowledge through reading and research.
- Sees every situation as a learning opportunity.

## Confidence

**Competency Definition...**is believing in one's own capabilities to face challenges and deliver results.

### **Shows confidence in familiar situation**

- Interacts with confidence amongst own peer group.
- Makes decisions within own area of responsibility without unnecessary escalation.
- Expresses own opinions with confidence when asked.
- Believes in own capability to tackle familiar tasks effectively.
- Has the confidence to ask for help if required.

## Adaptability

**Competency Definition...**is working effectively in different contexts and situations, changing one's own approach in line with a changing environment.

### **Adapts to different situations**

- Is open-minded.
- Recognises and values different viewpoints.
- Is willing to change and accepts the need to do things differently.
- Maintains effectiveness in changing situations.

## Working in Partnership

**Competency Definition...**is working cooperatively with others through building effective relationships and focusing on common interests and goals.

### **Supports and cooperates**

- Participates willingly in the team; is a good 'team player'.
- Responds to requests from others.
- Shares relevant knowledge and information promptly to keep colleagues and members informed and 'in the loop'.
- Treats people fairly and ethically.
- Understands how s/he is dependant upon other members of the team.

## **Communication & Influence**

**Competency Definition**...is conveying information and arguments in a clear, unambiguous, logical and engaging manner.

**Is clear and concise**

- Present information in an easily understandable way.
- Communicates clearly.
- Contributes effectively in meetings and discussions.
- Makes appropriate use of communication channels - telephone, face-to-face, e-mail, letters and so on.
- Treats confidential information with sensitivity.