



Job Description

Job Title	Caseworker (Home Energy)
Reports to	Casework & Service Manager Project Manager, <i>Older Not Colder</i> (for national project co-ordination)
Responsible for	No staff
Version	1
Date	January 2024
Location	Hybrid working (Newtown office and home based) and primarily covering Mid and South Powys, but may be required to work elsewhere in Powys depending on service needs

Job Purpose

To be part of the team of Caseworkers and Technical Officers operating across Powys, helping the agency deliver a holistic approach to meeting the needs of older or disabled people in their own homes. The Caseworker (Home Energy) will take the lead role in delivering the *Older Not Colder* project in Powys and will be one of twelve across Wales, based within and line managed locally in every Care & Repair agency, co-ordinated centrally by the Project Manager, *Older Not Colder* at Care & Repair Cymru.

The Caseworker (Home Energy) will provide advice, assistance and support to older or disabled people who wish to adapt, repair or improve their homes alongside those who are in or at risk of fuel poverty, or who need to make improvements to the energy efficiency of their homes to alleviate cold.

The Caseworker (Home Energy) role will centre around the provision of a home visiting casework service that is holistic, problem-led and tailored to the individual's needs. Working closely with Caseworkers, Technical Officers and others in the Agency, housing problems and issues of concern to the individual that affect their fuel poverty, health and well-being, safety and security will be addressed alongside reducing domestic energy usage, improving home energy efficiency and increasing household income.

The Caseworker (Home Energy) will participate in regular *Older Not Colder* Networks as a forum for networking, learning, sharing information and good practice, and sharing case information, data and intelligence to help with national policy work and evolving and improving the service. They will support the agency to grow its best practice in fuel poverty, home energy efficiency and advice and ensure that clients receive a high quality service.



Main Responsibilities

1. Caseworker Service

- 1.1 To visit clients in their own homes, providing the required level of advice and information, and maintaining regular contact with them at each stage of their case.
- 1.2 Assess the work required to the property initially through a Healthy Homes Assessment; including falls prevention, home safety, fire safety check, house security and energy efficiency, listening to concerns about energy usage and cost of fuel bills.
- 1.3 Discuss options to reduce energy consumption, improve home energy efficiency, increase household income and provide necessary housing repairs, improvements, security, safety and adaptations. Agree tailored, bespoke future actions with the client.
- 1.4 Advise clients of the financial help available, including, for example, grants, benevolent funding, welfare benefits; assist them with making applications and ensure all entitlements including winter fuel payments, cold weather payments, and warm homes discount scheme are being claimed.
- 1.5 Develop an in-depth knowledge of Welsh Government's new Warm Homes Programme and local routes into ECO4/ECO flex funding, ensuring Care & Repair clients access both these programmes as much as possible. Disseminate information to the wider team within the agency.
- 1.6 Support clients to obtain estimates from reliable contractors where appropriate.
- 1.7 Liaise with the Care & Repair Technical Officers to make sure the client receives technical support where necessary which will include arranging surveys, obtaining estimates from reliable contractors, organising the monitoring of works on site and ensuring satisfactory completion.
- 1.8 Ensure cases are progressed in a timely manner with the focus being on the best possible outcome for the client.

2. Monitoring, Recording and Reporting

- 2.1 Ensure that detailed records are kept of all cases, particularly on the Care & Repair database, and use reports from this to ensure work is monitored.
- 2.2 Provide monitoring information, reports and case studies as required by the Agency Manager, Casework & Service Manager, and stakeholders.
- 2.3 Carry out inspections of minor adaptations or home improvements within agreed procedures.

3 Communication

- 3.1 To establish and maintain effective professional relationships with representatives of appropriate statutory bodies, voluntary organisations, and local groups, representing the Agency at meetings where required.
- 3.2 To establish a Care & Repair presence on local and/or regional fuel poverty and energy efficiency networks, and develop links with relevant community groups, local organisations and local authorities about the *Older Not Colder* service.
- 3.3 Ensure the services offered by Care & Repair in Powys are publicised through the distribution of leaflets, local media coverage, social media and other



promotional methods e.g. talks, training sessions, presentations and local support groups.

4. National Project Delivery

- 4.1 To liaise with the Project Manager, *Older Not Colder*, on matters relating to national project delivery, consistency, reporting and evaluation.
- 4.2 Responsible for helping deliver the Wales-wide *Older Not Colder* project to reduce fuel poverty and increase the energy efficiency of housing occupied by older people.
- 4.3 Contribute to *Older Not Colder's* information, experience, and evaluation exchange to ensure an evidence-based approach to best practice, including behaviour change-based and technical approaches, in tackling fuel poverty and improving energy efficiency in older people's homes.
- 4.4 To attend regular network meetings (via video conferencing, or face to face as appropriate in Cardiff, Mid and/or North Wales), participate in teleconferences and respond to information requests from Care & Repair Cymru.
- 4.5 To undertake impact assessments adopted by the *Older Not Colder* Project, and enter the data gathered onto the Care & Repair database.
- 4.6 Become the champion for home energy efficiency good practice and sharing best practice identified through the *Older Not Colder* Project.

5. General Duties

- 5.1 To abide by and promote the ethos and vision of Care & Repair in Powys at all times.
- 5.2 Take responsibility for own personal development and seek out opportunities for learning and training. Keep up to date with development in relevant fields of work and research.
- 5.3 Be aware of, and act in accordance with, the Agency's policies and procedures.
- 5.4 Undertake all duties in compliance with the Care & Repair Agency's Equality and Diversity, Health and Safety, Confidentiality and Data Protection policies and ensure these are complied with.
- 5.5 Participate in staff meetings and training courses as required.
- 5.6 Demonstrate a pro-active commitment to effective change management and its delivery.
- 5.7 Support the work of other staff in order to cover absence through leave or sickness or when workloads require extra support.
- 5.8 Any other duties commensurate with the post, as may be required by the Agency.

6. Implementation of Job Description

- 6.1 Duties of this post may evolve and change to reflect local or national organisational needs and practices (organisational change). The Casework & Service Manager and *Older Not Colder* Project Manager in conjunction with the post-holder, will develop and evolve the detailed tasks required for this position as part of the process of learning what works best for delivery of *Older Not Colder*, as well as job appraisal processes.



PERSON SPECIFICATION

Requirement	Essential	Desirable
Qualifications		
Good standard of general education including English and Maths GCSE Grade C or above and qualifications at a level equivalent to A Levels or NVQ Level 3	✓	
Level 4 NVQ Diploma in Advice and Guidance		✓
Level 3 NVQ Award in Energy Awareness		✓
*NB successful candidates will be trained if they do not already hold these qualifications		
Experience		
Experience in delivering a customer-focused service or similar role working in and with voluntary and statutory bodies in housing, care or health related fields.	✓	
Experience of delivering advice and support face to face and via other suitable channels	✓	
Experience of conducting income assessments and providing advice to clients regarding financial help which may be available including welfare benefits, grants, loans and benevolent funding	✓	
Working with older/vulnerable and/or disabled people		✓
Knowledge		
Knowledge of the work and ethos of Care & Repair agencies	✓	
Understanding of welfare benefits	✓	
Understanding of fuel poverty and/or home energy efficiency issues	✓	
Understanding the impact of housing on health, social care and well-being issues relating to older people	✓	
Understanding of national and local energy efficiency and fuel poverty programmes and grants	✓	
Aware of the needs of the customer and is proactive to meeting those needs	✓	
Understanding of and commitment to the equalities and diversity agenda	✓	
Knowledge of health and safety issues	✓	
Knowledge of safeguarding adults	✓	



Skills		
Ability to liaise effectively with clients and all stakeholders	✓	
IT literate with knowledge of Word, Excel, Outlook and bespoke databases	✓	
Ability to treat information sensitively and confidentially where appropriate	✓	
Ability to make decisions and provide solutions to problems	✓	
Ability to undertake monitoring and survey work with accuracy and undertake data input	✓	
Excellent spoken and written communications skills with ability to present clearly to a diverse audience through home visits and talks and produce effective written reports and information	✓	
Ability to work as part of a team with minimum supervision	✓	
Ability to work on own initiative and manage complex workloads to meet deadlines.	✓	
Ability to build positive working relationships with partner organisations and represent the organisation and <i>Older Not Colder</i> at external meetings and events.	✓	
Ability to hold simple conversations in the medium of Welsh (or be prepared to learn) to minimum ALTE Level 1	✓	
Ability to hold simple conversations in the medium of Welsh (or be prepared to learn) to minimum ALTE Level 2 or above		✓
Other		
Ability on occasions to work outside of normal working hours	✓	
Willingness to learn and undertake training as required	✓	
Empathy with the aims, goals and values of the Care & Repair movement, and a commitment to support delivery to meet these	✓	
A valid driving licence and use of a car for company business	✓	

