

# Complex Casework Officer



<b>Vacancy</b>	Complex Casework Officer (s)
<b>Positions available</b>	1
<b>Location</b>	Newall Street, Birmingham B3 1SF
<b>Salary</b>	£29,978 to £33,918 per annum depending on experience.
<b>Hours</b>	Full time - 37.5 hours per week, Monday to Friday 9 a.m. to 5 p.m. (occasional weekend and evening work).
<b>Benefits</b>	<ul style="list-style-type: none"><li>▪ 25 days holiday + bank holidays</li><li>▪ Workplace pension scheme</li><li>▪ Critical Illness cover</li><li>▪ Travel expenses</li><li>▪ Full Training provided.</li></ul>

This is an exciting opportunity to join Act on Energy working on a flagship project with Birmingham Community Healthcare NHS Foundation Trust. The Casework Officer role will provide vital support to vulnerable communities across the city, helping to create an integrated model of health care and support.

The energy efficiency sector is experiencing significant growth, with ever-increasing levels of fuel poverty accompanied by assistance programmes. The successful candidate will work with people with various needs, treating each as an individual and assisting them with appropriate measures.

The links between poor housing conditions, fuel poverty and health are well-established. This project aims to reduce these inequalities, improving health and reducing the need for NHS services.

## About You

This role suits individuals with experience of working with vulnerable households, families, and carers. Experience with front-line health and social care teams will be advantageous. Understanding climate and sustainability issues is valued. You will be a confident communicator, comfortable working with multiple stakeholders, people-focused and process-driven with a methodical and organised approach. Successful casework relies on quality data, so you should be able to keep comprehensive records and understand how data can be used to tell a meaningful story.

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## The Role

You will offer person-centred support, improving knowledge of energy efficiency, budgeting and confidence-building for vulnerable fuel-poor households. You will develop an understanding of each household's circumstances and their energy/welfare needs.

As an effective coordinator and advocate, you will actively manage casework, produce individual action plans, and complete pre/post evaluation activities with our project partners.

You will support Act on Energy's regional activity, working with the public and partner agencies to tackle fuel poverty inequalities. Building relationships with community groups and front-line public sector workers, including GP practices, hospitals, health/social care organisations, and allied teams.

This role offers opportunities to genuinely impact communities by preventing hospital admissions, reducing reliance on GPs/home care, addressing isolation, improving health/wellbeing while saving money and improving lives.

## Duties & Responsibilities

You will provide holistic energy, financial and budgeting advice to ensure vulnerable fuel-poor households access needed assistance through grant schemes and referral pathways.

You will understand people's needs, empowering them to be knowledgeable and resourceful. You will also support partner agencies' front-line staff in understanding the warm homes-health outcomes relationship.

You will work in the community, from home if required, and Act on Energy's offices when required.

## Skills

You must work independently, managing your workload from home using our systems while understanding privacy/safeguarding.

Other key skills:

- Achieving agreed outcomes/targets
- Commitment to Act on Energy's values
- GDPR and health/safety compliance
- Effective written/oral communication

## Person Specification

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The person specification is a picture of skills, knowledge and experience required to carry out the role. It will also be used in the short-listing and interview process for this post. You should demonstrate in your CV and covering letter how you meet the criteria.

## Essential:

- Experience with vulnerable customers/households.
- Knowledge of housing, health, and social care services
- Delivering advice and training
- Interacting with multi-agency projects
- Driving high customer service standards
- Excellent customer service skills for diverse audiences
- Understanding project management, KPIs and deliverables
- Analytical skills and thorough approach to accurate record-keeping
- Desire to support vulnerable customers and improve outcomes.
- Excellent self-management skills
- Flexibility to respond positively to workload changes.
- Commitment to equal opportunities and anti-discrimination
- Strong MS Office skills
- Driving license and car

## Desirable:

- Knowledge of domestic energy/affordable warmth
- Energy Awareness qualification
- Experience with CRM systems.
- Knowledge of UK energy infrastructure
- Second language skills (written and/or oral)
- Experience supporting local authorities.
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## Characteristics:

- Enthusiasm for environmental/social welfare
- Flexible, dynamic, and creative approach

## How to apply

Please send your CV and covering letter marked for the attention of human resources to:

[jobs@actonenergy.org.uk](mailto:jobs@actonenergy.org.uk) or post your documents to:

Human Resources  
Act on Energy  
Unit 2 Lauriston Business Park  
Pitchill, Salford Priors  
Warwickshire WR11 8SN