

Vacancy	Community Outreach Officer
Positions available	x 1
Location	West Midlands
Salary	£29,978 per annum – Band D Salary
Hours	Full time – 37.5 hours per week, Monday to Friday 9 a.m. to 5 p.m. (occasional weekend and evening work). Fixed term contract to April 30th, 2027
Benefits	<ul style="list-style-type: none">☐ 25 days holiday + bank holidays☐ Workplace pension scheme☐ Full Training provided.☐ Critical Illness cover☐ Away days
How to apply	CV and covering letter marked for the attention of Gareth Williams by email to jobs@actonenergy.org.uk (please include the job reference <u>AOE-COOWHWM</u> in the email's subject) or post your documents to our registered office shown below.

About Us

Act on Energy is a fast growing and dynamic energy advice charity.

We have been at the forefront of expert energy advice in the Midlands for over 26 years.

And although Energy is in our name – we have people at our heart.

Because the climate crisis and drive to Net Zero – as well as rising energy prices and increasing fuel poverty - means that people need us more than ever. Demand for our help has never been greater. That is why we are hiring.

So, if you are looking for a role that absolutely makes a difference to people's lives, our region, and the environment...come and join us!

About You

So what qualities are we specifically looking for?

- ☐ Do **you** love working with people?
- ☐ Are **you** compassionate and a great communicator?
- ☐ Do **you** love a challenge?
- ☐ Are **you** looking to work with a friendly and supportive team?
- ☐ Are **you** flexible and willing to travel across our working area?

If you can honestly answer yes to all the above, then you could be exactly what we are looking for.

About the role

We are offering a rewarding opportunity to work as a Community Outreach Officer working across the WMCA area (Dudley, Sandwell, Wolverhampton, Walsall, Birmingham, Coventry and Solihull).

This role is ideally suited to individuals with experience of working on a one-to-one basis with vulnerable households/clients, families, and their carer's. Experience of working in the community and closely with other partner agencies across a range of sectors including but not limited to GP's, Hospitals, and other social care organisations. A confident communicator at all levels with a methodical and well organised approach to work.

You will be supporting households through the provision of energy advice and onward support to ensure householders in fuel poverty are given the relevant support needed. This support will be holistic in its approach providing residents with advice on energy efficiency and providing onward referrals for physical interventions in their home. You will take time to understand people's needs and understand referral pathways to help seek solutions where needed.

You will need to operate independently and have the skills to manage your workload, use our case management database and communications systems, understand privacy rules and safeguarding, and work as part of our team who will provide support/supervision, training, and case meetings.

Duties and responsibilities

- As part of our outreach team, you will be enthusiastic about working with and supporting the vulnerable households in the community.
- You will help to create partnership links with statutory, community and voluntary organisations within the area you cover.
- Educate householders and key partners to understand the links between health and a cold home.
- You will be helping to prevent re-admission to hospital and help to reduce over-reliance on GPs/home care providers.
- Reduce social isolation and improve health and wellbeing.
- Help to improve people's lives by tackling fuel poverty and finding ways to improve their home's energy efficiency.
- Providing detailed energy efficiency advice and support.
- You will take the time to understand people's often complex needs and understand the right referral pathways to seek help and support.
- Generate onward referrals to other agencies and partners.
- Working with our events coordinator attending and supporting a range of energy efficiency public events and partner events.
- Working from home and our head office in rural Warwickshire you will become an integral part of the AOE outreach team.

Person Specification

You should demonstrate in your CV and covering letter how you meet the requirements of the role. Please ensure that you address each one of the criteria above and below as this will be used to assess your suitability for the post.

Essential skills:

- ☐ Experience and confidence working with a wide range of people in the community.
- ☐ Experience of working with complex situations and being able to deal with what can at times be distressing situations.
- ☐ Experience of engaging and building relationships with other partner agencies and local authorities
- ☐ Knowledge of the Warwickshire or Worcestershire areas
- ☐ At least two years' experience working with vulnerable households.
- ☐ Excellent administration and IT skills
- ☐ Flexibility – being able to respond positively to changes in work patterns at short notice and support colleagues as needed.
- ☐ Commitment to equal opportunities and anti-discriminatory practices
- ☐ Strong team player skills
- ☐ Full clean driving licence with use of own vehicle.

Desirable skills:

- ☐ Knowledge of domestic energy advice and affordable warmth issues
- ☐ Knowledge of housing and building construction
- ☐ Level 3 in Energy Awareness (although full training will be given)
- ☐ Good general knowledge of energy efficiency
- ☐ Other language skills

Characteristics:

- ☐ Enthusiasm & passion for energy efficiency
- ☐ Flexible, dynamic, and creative approach
- ☐ Natural problem solver and agile thinker

TRAINING

Training and support will be provided to the right candidate including opportunities to attend short training courses and potentially gain qualifications as needed.

TERMS OF EMPLOYMENT

- ☐ Subject to a 6-month probationary period.
- ☐ Fixed Term contract to October 31st, 2026.

Interviews will be held in person at our offices Nr Salford Priors, Warwickshire.

OUR MISSION/ CORE VALUES

At Act on Energy, we strive to engage with householders to support them through their energy journey offering a full home energy support service and impartial advice with the householder at the centre of all that we do.

We ensure that we handhold the most vulnerable householders through all their energy needs and aim to empower others to make ongoing decisions that will provide better health and economic outcomes for residents of Warwickshire, Worcestershire, Coventry, Solihull, Birmingham, and the wider West Midlands.