

**TFPT Home Visitor**

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 **The purpose of the role**

The aim of the project is to provide a high quality, effective and efficient advice and information advice service to clients described in NICE guidance as most at risk of harm from cold homes, who require support with energy, benefits or debt advice.

We are looking for an adviser to join our team to advise those most at risk of health issues from cold homes including older people, disabled people, those with young children and migrants.

You’ll provide a person-centred advice service that focusses on energy, benefits and debt, to alleviate, or reduce the risk of, fuel poverty. This will include identifying schemes to help improve the energy efficiency of the home, advising on damp and mould, supporting clients to change energy-related behaviour and identifying ways clients can maximise their income.

Full training can be provided but some experience in energy, benefits or debt advice is preferred. The right candidate will be confident in writing up client notes in a factual, clear and non-judgemental way, and be confident to work alone in the community but seek support when needed.

The adviser should be able to empower clients where possible and take on casework as needed.

 **Role profile**

**Key Duties/Accountabilities**

1. To interview clients in their own homes, over the phone or online, providing appropriate advice and information, exploring options and implications to help clients set priorities and make decisions.
2. To manage casework via telephone, email, post and video call when not home visiting, in a home working or office setting.
3. To undertake a holistic approach to the client and deal with related issues as well as the presenting issues.
4. To undertake casework on clients’ behalf, write letters and negotiate with third parties.
5. To maintain clear and accurate case records that meets the quality standards of the Membership Scheme.
6. To maintain records as required for continuity of casework, information retrieval, statistical monitoring, accountability and report preparation.
7. To seek support as necessary to ensure quality of advice, good practice and that the degree of casework taken on is appropriate.
8. To utilise an internal referral system between the advice centres in ACCA.

**TRAINING**

1. Keep informed of new and changing legislation relevant to the post and of issues and policies in all advice areas.
2. Keep up to date with all the regular Citizens Advice circulars and information items.
3. Attend regular training to develop knowledge, skills and expertise.
4. Participate constructively in team meetings.
5. Use computers in areas relevant to the post. The post holder must be willing to undergo training in Information & Communication Technology and case management software and apply it as needed to carry out the tasks of the post.

**SOCIAL POLICY**

1. Recognise the root causes of problems and contribute social policy evidence in line with the twin aims of the Citizens Advice service, highlighting issues of particular concern to disadvantaged groups and clients in general.
2. Participate in local and regional social policy initiatives developed by ACCA, its projects and partner organisations.

**ADMINISTRATION**

1. Ensure that the information sources in use are up to date.
2. Maintain statistics and analysis of work in accordance with ACCA procedures and funding conditions.
3. Be responsible for own file management and letter writing and implement administrative procedures as directed by Line Manager.
4. Record outcomes on the database throughout the case management process.
5. Contribute to reports for Line Manager giving update of project, including all financial outcomes and a sample of case studies.

**POLICIES OF CITIZENS ADVICE**

1. The post holder must understand and be committed to the aims, principles and policies of Citizens Advice and the ACCA service.
2. The post holder must have due regard in the planning and execution of their duties and at all times to the aims, principles and policies of ACCA and Citizens Advice.

 **Person specification**

1. Ability to collect client data and record this in a clear and professional way.
2. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality, diversity and inclusion goals.
3. A willingness to learn and develop and reflect on practice.
4. Excellent interpersonal skills, including the ability to relate and work with a large variety of different people.
5. Able to remain motivated when working independently and with minimal supervision.
6. Understand the key indicators and impacts of fuel poverty.

**What we give our staff**

* 20 days’ annual leave FTE (+ bank holidays)
* Workplace pension available
* Employee Assistance Programme
* Commitment to continued professional development
* Supportive and flexible employer
* An opportunity to work within a team that is friendly, forward thinking and passionate about helping our community