**Swansea Carers Centre Job Description**

Title **Fuel Poverty and Income Maximisation Officer**

Location Swansea Carers Centre, 104 Mansel Street, Swansea, SA1 5UE

Hours 28 hrs per week – normal working hours are 9am – 4.30pm Monday to Friday (including a 30-minute unpaid lunch break). Some out of hour's work may be required, for which time off in lieu will be given

Salary £22,568 (pro rata)

Fixed terms funding 31.03.2024

Annual Leave 26 days and customary bank holidays with additional days being granted for additional years of service

Travel Expenses 45 per mile

Reporting To Team Leader

Closing Date for Applications: 30th May 2022

The post is subject to a probationary period of 6 months. The successful applicant will be subject to an enhanced C.R.B. disclosure.

**Accountability**

The Fuel Poverty and Income Maximisation officer will be employed by the Board of Trustees, Swansea Carers’ Centre. Line management of the post will be through the relevant team leader.

**Scope and Purpose**

We have over 26 years’ experience (an independent charity since 2005) of delivering holistic carer support services (across Swansea) including early identification, intervention and prevention work, personalised practical support & signposting to other specialist agencies to meet local carers needs.

We also administer substantial hardship carers grant scheme (funded through Welsh Government/Carers Trust) for Swansea & Neath Port Talbot to provide emergency items that carers need, including IT equipment (to enable carers to continue receiving online support during Covid/ helping reduce isolation), food vouchers & to replace white goods.

We are known as the carer experts locally & have well established relationships with many local partners and refer to each other as appropriate, working closely with the Local Authority, ABMU Health Board, GP surgeries/hospitals and other local voluntary sector organisations. We will work with these partners to deliver this project successfully and link in with our other holistic carer support services to offer a full carer support package.

We currently have 7640 active carers on our Charitylog database who are accessing support. 802 new carers registered with us last year.

Our two-year Carers Fuel Poverty/ Income Maximisation project will:

• Employ a part time, experienced, Carers Fuel Poverty/ Income maximisation officer for 28 hours a week

• Offering direct support to carers, through 1-1 appointments (face to face /online /telephone),

• Develop, promote and delivering fuel poverty/income maximisation training workshops to carers (face to face/online)

• Offer carer advice surgeries in community settings.

• Recruit & train volunteers to support this project and help reach more carers in the community.

The project will offer carers support in:

• Income maximisation by offering benefits checks & accessing unclaimed benefits. The worker will worker closely with Swansea Carers Centre welfare rights team, and other relevant teams.

• Switching tariffs, access water company social tariffs, and claiming payments including the Warm Homes Discount

• Improve energy efficiency through behaviour changes and accessing funding for household measures (not funded by WWU) including ECO, NEST, Local Authority schemes and charitable funds.

• Registering and referring carers/cared for homes to suppliers and other utilities for priority services

• Supporting carers to apply for a carbon monoxide alarm for the most at-risk homes and apply for locking cooker valves for those who care for someone with dementia. (Linking in with our carers dementia project)

• Looking to reduce existing utility debts & assisting negotiations with the supplier and customer - Working with partner organisations & signposting

**Administration**

· To maintain clear, accurate and up-to-date case records.

· To provide relevant statistical information on a monthly, quarterly and annual basis.

**Awareness Raising**

· To conduct other activities including talks and attending events to raise awareness of Swansea Carers’ Centre and the needs of carers.

· To assist as required with the development and facilitation of Carer Support Groups.

**Monitoring & Good Practice**

· To provide reports to aid the effective monitoring of the service.

· To maintain up to date knowledge of all legislation and law relating to social security and other related rights and statutory practice. This includes attending appropriate welfare rights training courses.

**General**

· To participate as a member of the staff team.

· To work at all times within the philosophy and policies of Swansea Carers’ Centre.

· To comply with the Health & Safety at Work Act 1974 and with Swansea Carers’ Centre policy, paying particular attention to the reporting of dangerous situations.

· To respect the personal choice and lifestyles of colleagues, carers and people with care needs, ensuring that Equal Opportunity and Diversity principles are always applied.

· To ensure confidentiality is maintained at all times.

· To comply with the Code of Conduct.

· To undertake any other duties that may be considered commensurate with the level of the post.

**Swansea Carers’ Centre Fuel Poverty and Income Maximisation Officer**

**Person Specification**

**Essential Knowledge, Skills, and Experience**

· Evidence of a good general education

· Knowledge of UK’s welfare benefit and tax credit system, particularly benefits available to carers and their dependants

Experience of working with, and supporting individuals or families facing financial challenges

· Experience of income maximisation

· Experience of/ or ability to represent clients at Welfare Benefit Appeal Tribunals

· Knowledge of statutory and voluntary agencies providing services for carers

· Experience of supporting and/or facilitating groups

· Experience of using computer software applications including email, internet, and Microsoft Office (Word, Excel)

· Able to communicate effectively both verbally and in writing, adapting style to suit the audience

· Good administrative and organisational skills

· Ability to work within a small, dedicated team that is sometimes under pressure

· Commitment to equal opportunities and anti-discriminatory practice.

**Desirable Skills**

· Ability to communicate in Welsh

· Experience of advocacy work

· Confidence in public speaking

· Knowledge of the local voluntary sector