

Job Information Pack

This pack contains the following information:

- Job details
- The application process
- Contact details
- Information about Changeworks
- Information about the team the job is based with
- Job description
- Person Specification

Please note: Due to anticipated high volume of applications, if you have not been contacted within two weeks of the application closing date, you can assume that your application has been unsuccessful

Job details	
Job title	Heat Hero Volunteer
Job reference	
Location	Edinburgh or home based

The application process	
Application deadline	N/A
Interview date	TBC
Interview location	Changeworks Edinburgh offices or online
Interview format and length	Short informal interview to be held either in person or by video conference

Contact details	
General enquiries about this job	Affordable Warmth Team 0800 870 8800
For an informal discussion about this job	Affordable Warmth Volunteer Coordinators: Rebecca Bentley and Andy Price volunteering@changeworks.org.uk 0800 870 8800

About Changeworks

We are Scotland's leading environmental charity delivering solutions for low carbon living. A trusted expert with over 30 years' experience.

Our vision

Changeworks' vision is for a world where everyone is able to live, work and enjoy life with a low carbon impact.

We recognise climate change is the most significant threat to the environment and our way of life.

Our mission

We develop and deliver high impact solutions to make low carbon life a positive reality for everyone.

We work with Scottish Government agencies, local authorities, housing associations, businesses, schools, community groups and individuals to:

- Improve energy efficiency
- Reduce fuel poverty
- Prevent waste
- Inspire low carbon behaviours.

We have almost 200 employees and volunteers across Scotland, from Shetland to the Borders.

Passion, integrity, innovation, collaboration and empowerment are the values which drive us.

Changeworks services include:

- **Consultancy services:** including research and evaluation, energy surveying, modelling and analysis and behaviour change programme planning, training and evaluation.
- **Project design and delivery:** providing impartial advice and support for householders and communities to improve energy efficiency, renewable technologies, tackle fuel poverty and waste.
- **Project and programme management:** offering project management and quality assurance services to deliver successful, large scale energy efficiency programmes with partners, including Local Authorities and housing associations aimed at both the fuel poor – supported by grant funding – and the self-funded markets.
- **Home Energy Scotland advice centres:** supporting householders, community groups, businesses, local authorities and registered social landlords with improving sustainable energy, transport and water use. Funded by the Scottish Government, Changeworks' delivers [Home Energy Scotland](#) advice centres in the South East of Scotland and Highlands and Islands on behalf of the Energy Saving Trust.
- **Local Energy Scotland:** helping community groups, rural businesses and land managers become more involved in community renewables, whether a community owned scheme or a large-scale commercial project. An independent network funded by the Scottish Government, Changeworks is part of a consortium led by the Energy Saving Trust, responsible for delivering the [Local Energy Scotland](#) contract.

Job Title: Heat Hero Volunteer

(Updated August 2021)

Date advertised: August 2021

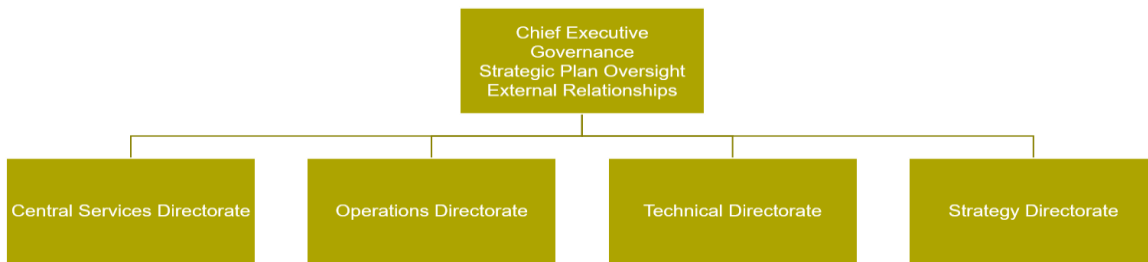
Changeworks is an equal partner in [Changeworks Recycling](#) and part of joint venture [Warmworks](#).

Maintaining high standards

Changeworks is a [Living Wage Employer](#). We retain the [Investors in People](#) and [Investing in Volunteers](#) national standards and the international environmental management accreditation ISO 14001. We are a [Cycle Friendly Employer](#).

Organisational structure

Our structure supports our drive to successfully achieve our strategic goals and objectives.



About the Affordable Warmth Services Team

Heat Heroes Volunteers work with Changeworks’ Affordable Warmth Services Team.

The Affordable Warmth Services Team sits within the Operations Directorate and provides expertise, advice, advocacy and support to enable householders to live in warm dry homes.

The team is overseen by Sam Mills - Head of Fuel Poverty Reduction. The Heat Heroes volunteers will be part of a mixed team of Administrative Advisors and Affordable Warmth Advisors. The Heat Heroes volunteers will report to the Affordable Warmth Volunteer Coordinators.

Affordable Warmth Services Team aims

The Affordable Warmth Services Team’s vision is of people living in affordably warm homes, in control of their fuel use and with the freedom to access the energy products that best meet their needs.

Team activities

The team provides energy advice, fuel billing and debt support, advocacy and coaching to vulnerable, fuel poor households. We do this over the phone and face to face at home visits and at surgeries, by delivering workshops and by liaising with installers, fuel suppliers and other voluntary and statutory organisations.

We explain and demonstrate how to use energy, including heating systems and appliances, efficiently in the home; identify measures that can be taken to improve the energy efficiency of the home, and help access funding for the installation of energy efficiency measures and liaise with installers; help households set up affordable fuel payment plans and access the best deals and tariffs the fuel supply market can offer them; help households correct billing and metering

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errors or escalate complaints, help households understand how to use their heating and hot water systems to best effect and access appropriate hardship grants and other services such as benefits entitlement checks or money advice.

During the COVID-19 pandemic we have adapted our services to be able to provide more advice remotely. Advice is predominantly provided via telephone, but we can provide other digital methods of delivery to meet the needs of our clients. We have recently started home visits for those clients requiring face to face support and are delivering on street engagement events. We also provide basic food waste prevention advice, and work closely with the Low Carbon Communities team, to incorporate Kitchen Canny food waste prevention workshops into many of our projects.

The team also develops and delivers training, coaching and mentoring to other organisations on energy efficiency, fuel poverty and on working with fuel poor households.

Further information on how Heat Heroes volunteers support the team to deliver these activities detailed below.

Job Description	
Job title	Heat Hero Volunteer
Job reference	
Salary and grade	Volunteer, expenses paid
Location of job	Edinburgh or home based
Hours and terms	Flexible, min 2 hours per month
Holiday terms	N/A

General terms and conditions
<ul style="list-style-type: none"> • Whilst there is flexibility in being able to support clients remotely in your own time, all training will need to be carried out between 9am-5pm, Monday-Friday. There is no requirement to be available on all weekdays. However, if you are only available outside of these times this volunteering opportunity may not be suitable for you. • You may need to undergo a PVG/Disclosure Scotland check depending on the requirements of the post. Depending on the nature of any convictions that may be disclosed, Changeworks reserves the right to terminate the volunteer contract with or without notice. • All of the responsibilities outlined below will be reviewed and modified as necessary through consultation with the Volunteer coordinators. • Travel and telephone expenses will be paid for the reasonable costs incurred for the purposes of supporting clients. Telephone and transport costs must be authorised by an Affordable Warmth Volunteer Coordinator in advance.

Responsible to	Affordable Warmth Volunteer Coordinator
Responsible for	N/A

Purpose of the job	<p>As a Heat Hero volunteer you will be delivering advice and support face to face and over the phone and by email to households at risk of fuel poverty, helping them to understand how to better control energy usage in their homes, so that they in turn can better afford their heating.</p> <p>You will be part of a team of volunteers who will receive in-depth training to deliver this service, identifying on the spot easy steps to boost their energy efficiency and referring them to Warmer Homes Scotland or other support. You will also be invited to attend Heat Heroes social events where we will provide refresher training, updates on the project progress, and you can socialise with the rest of the team.</p>
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<p>Main objectives and goals</p>	<p>Objective 1: Providing energy efficiency and behaviour change advice and coaching</p> <p>Objective 2: Supporting the Affordable Warmth Volunteer Coordinators and Advisors at community engagement events or workshops</p> <p>Objective 3: Providing households with information and support to switch energy tariff or apply for Warm Home Discount</p> <p>Objective 4: Identify clients who require more in-depth support for example to resolve a billing issue or fuel debt</p> <p>Objective 5: General responsibilities</p>
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1. Providing energy efficiency and behaviour change advice and coaching

- Providing advice and coaching over the phone, in writing and face to face on a range of topics.
- Visiting clients in their home to provide advice.
- Topics may include heating and hot water systems, insulation and grant support available, basic gas and electricity billing, dealing with condensation and dampness
- Expectation to support a minimum of 2-3 clients per fortnight

2. Supporting the Affordable Warmth Volunteer Coordinators and Advisors at community engagement events or workshops

- Engaging the public with energy advice and information
- Recording client information in line with GPR requirements
- Complying with relevant Health and Safety requirements

3. Providing households with information and support to switch energy tariff or apply for Warm Home Discount

- Showing clients where to find the information they need to switch energy tariff or supplier
- Supporting clients on a call to their chosen new supplier to make the switch
- Supporting clients to apply for the Warm Home Discount either by phone or via online application form

4. Identify clients who require more in-depth support for example to resolve a billing issue or fuel debt

- If a volunteer identifies any clients who have more complex issues such as the above they will refer these cases to the Affordable Warmth Volunteer Coordinator

5. General responsibilities

- Ensuring own and other volunteers' health and safety is maintained
- Representing the project, team and organisation in a professional and responsible manner
- Keeping up to date with developments in the energy industry, in local and national policy and status of grants
- Ensuring compliance with GDPR, Child Protection and Protection of Vulnerable Groups legislation, and all other internal policies
- Ensuring that the service is delivered in line with equality guidelines
- Other duties as agreed with the Affordable Warmth Volunteer coordinator.
- Assessing and managing the risks involved with lone working

Training

As a Heat Heroes volunteer you will receive approximately 6-8 hours training which will cover the following areas:

- Heating and hot water systems
- Insulation and grants available
- Basic gas and electricity billing
- Dealing with condensation and dampness
- How to encourage behaviour change and energy efficient behaviours
- How to use the Volunteer Portal

Following this the Volunteer Coordinator will then complete a number of shadow home visits and phone calls with you to help you put the advice into practice.

Once training has been completed and you are ready to start helping clients, you will be provided with opportunities to support people vulnerable to fuel poverty, giving advice and support to improve their situation. You will also be fully supported by the Affordable Warmth Volunteer Coordinators, who can answer any queries you have at any stage.

Throughout your time as a Heat Heroes Volunteer further training in additional topics and refresher training will be offered. Experienced volunteers will be offered training covering the following areas:

- Supplier switching
- Overview of renewables
- Hard to treat properties
- Other topics as discussed with the Affordable Warmth Volunteer Coordinators

Key contacts

- Heat Heroes Volunteers will be in frequent contact with low income and vulnerable householders, carers, possibly other relatives of clients, support workers in their homes and by phone and email.

- Depending on the tasks undertaken volunteers may have contact with customer service representatives of fuel supplier or contact with community groups.
- Regular contact with Affordable Warmth Volunteer Coordinators and Advisors.

Person specification		
Please explain how you meet the following criteria in your job application		
	Essential	Desirable
Qualifications		
Experience		
Engaging with members of the public either face to face or over the phone		*
Skills		
Good, clear spoken and written communication skills	*	
Comfortable speaking to people face to face and/or over the phone	*	
Good computer literacy e,g able to communicate by email and ability to learn how to use the Volunteer Portal		*
Capable of learning some basic technical advice	*	
Personal qualities and attributes		
Sensitive to the problems facing people at risk of fuel poverty	*	
Motivation to improve the lives of vulnerable households	*	
An interest in the environment and climate crisis	*	
A team player	*	
Commitment to Changeworks vision, mission and values	*	
Commitment to building a fair, compassionate and diverse working environment	*	
Availability		
Willing to commit to the project for a reasonable period (min. 6 months)		*
Available at least one day between 9am-5pm Monday-Friday	*	
Additional requirements		
Full valid driving licence or other ways of fulfilling the mobility requirements of this role		*

<p>Volunteer Expectations of Management Experience</p> <p>The post holder should expect and be open to:</p> <ul style="list-style-type: none"> • Effective leadership • A positive, honest and enthusiastic working environment • Regular and open communications • Being empowered to effectively achieve objectives and goals within your role • Be treated fairly and with respect • Regular and appropriate feedback through 1-2-1 meetings and associated processes. • Having the opportunity to feedback to the volunteer coordinator regularly and through the annual volunteer survey • Adhering to all appropriate Changeworks volunteer policies to ensure consistency and fairness and health and safety of you, other volunteers and Changeworks staff
<p>Complexity</p> <p>The post holder must be able to:</p> <ul style="list-style-type: none"> • Adhere and advocate the Changeworks values and competencies • Demonstrate flexibility and versatility in working with a range of different interest groups and individuals • Identify a range of solutions from available resources to help alleviate fuel poverty on household by household basis • Show an understanding of the importance of excellent customer service, and deliver a quality service both from a customer’s perspective and as per funders expectations. • Keep up to date with current trends and issues in energy efficiency and fuel poverty.
<p>Creativity</p> <ul style="list-style-type: none"> • Heat Heroes volunteers will use their creative skills to find different ways of inspiring householders to make changes to their behaviour to help reduce their energy consumption.
<p>Special conditions</p> <ul style="list-style-type: none"> • None