



**WARM WALES
CYMRU GYNNES**

Engagement Officer

Salary: £24,500

Contract: permanent

Hours: 37 hours per week

Area: Mid Wales – remote, Aberystwyth, Llanidloes, Llandridod Wells, Builth Wells, Newport

As our Engagement Officer, you will work with supervision, support and mentoring from the Senior Engagement Officer and will report to the Project Manager. The main focus will be helping vulnerable, fuel-poor households, particularly those in poor housing stock with insufficient heating by delivering a range of advice and support interventions that help address these issues.

You will be employing a holistic approach that recognises the links between fuel poverty, avoidable health inequalities and well-being, will engage directly with residents, along with those in the wider community, providing a range of interventions that address the causes of fuel poverty and tackle associated health and well-being issues.

You will be Warm Wales's first point of contact externally, within the wider community – engaging with communities and partners to increase the number of referrals for the delivery team. You will also be dealing with enquiries and referrals, collating data that will then allow us to provide bespoke in-depth energy advice and education along with the delivery of support to households, with the aim of maximising income, minimising debt and reducing the risks of fuel poverty.

You will represent the organisation at events, conferences, community groups and meetings to strengthen relationships and promote a positive image, creating and maintaining relationships with key stakeholders, including clients, partners and community organisations.

Key Duties & Responsibilities

- Arranging publicity, activities and events that advertise and promote the project.
- Deliver energy efficiency advice and awareness-raising sessions to individuals and groups.
- Implement engagement strategies aligned with project aims and objectives to enhance Warm Wales's reach.
- Ensure a high degree of accuracy of data entry and maintenance of records on the company's case management system; other databases/spreadsheets and generate reports on a weekly/monthly basis or as required.
- Offer support to other departments, potentially on other projects, to ensure timely delivery of services.

Engagement Officer



Person Specification

	Essential	Desirable
Skills and Abilities <ul style="list-style-type: none"> • Excellent communication skills: verbal and written • Able to engage effectively with communities • Display discretion and treat all client information as confidential • Must be able to work using own initiative • A proven team player • Ability to manage a high level of casework for various ongoing projects • Good time-management skills 	x X X X X X X	
Knowledge & Experience <ul style="list-style-type: none"> • Strong working knowledge of Microsoft Office • Knowledge of Data Protection Act • Excellent client-facing and internal communications skills • Excellent administrative skills • Solid organisational skills including attention to detail and multi-tasking skills • Experience in working with Fuel Poverty 	X X X X X	X
Personal Qualities <ul style="list-style-type: none"> • Ability to work as part of a team • Flexible approach to vary working hours if required • Prepared to travel to other project offices/sites/events • Ability to speak Welsh 	X X X	X
Other <ul style="list-style-type: none"> • Full UK driving licence and use of a car 	X	

Engagement Officer



Our Projects - Healthy Homes Healthy People

You will be working in collaboration with a range of partners to deliver Healthy Homes, Healthy People. Healthy Homes Healthy People looks to improve people's health outcomes by tackling the root causes, by tackling fuel poverty, reducing avoidable health inequality and improving health and wellbeing, with the aim to give residents healthy homes, lives, and communities.

How do we do this?

- Ensuring that residents' basic needs are met so they can fulfil their potential.
- To **empower and enable residents to reduce their energy bills**, to **enable and encourage** them to **improve their health and wellbeing** and to **empower** them so that they **become more resilient**.
- Ensuring everyone has access to safe, sound, secure, and warm housing, where they can grow, work and play.

We provide energy advice, case worker support, work to raise awareness and support people to change their energy habits along with wider wellbeing support, looking at the following areas – homes and personal safety; income maximisation and support; affordable warmth; health, well-being and basic needs.

1. **Home and Personal/ Family Safety**- such as awareness of carbon monoxide, excess cold, damp and mold and trips, slips and falls.
2. **Money Maximisation**- such as reducing energy and water bills, support with debt and support with housing.
3. **Affordable Warmth**- such as looking at the most affordable tariff for your heating, helping with any debt or looking at grants for heating or energy efficiency measures via support with applications to Nest, a Welsh Government-funded scheme, providing replacement boilers, central heating systems, and insulation to qualifying households, Connection to the gas network: support to apply for gas connection vouchers where eligible, and other funding such as ECO (Energy Companies Obligation).
4. **Health and Wellbeing Outcomes**- such as improving your mental and physical health and wellbeing, reducing isolation. We are trying to engage, encourage, educate and empower the people that we visit so that they are able to take control and make changes, if additional support is required we can look at additional interventions. We also assess the well-being of residents by linking our work with Social Prescribing and measuring Personal wellbeing using the Office of National Statistics.
5. **Basic Needs**-this links with ensuring that their basic needs are met before we can move on to look at the 4 key areas above, recognising that people's health is determined primarily by a range of social, economic and environmental factors. Providing access to emergency support in the form of emergency top-ups and food packs and other items using available crisis funding.