

# Project Delivery Officer

- Salary:** £24,500
- Contract:** FTC 10 months with possibility of extension
- Hours:** 37 hours per week but PT applications will be considered
- Location:** Hybrid – Flintshire

As our Project Delivery Officer, you will work with the supervision, support and mentoring from the Senior Project Delivery 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.

Your role within Warm Wales will be to provide bespoke in-depth energy advice and education along with delivering support to households, primarily over the phone, with the aim of maximising income, minimising debt and reducing the risks of fuel poverty, including supporting households to access external help available to them.

## Key Duties & Responsibilities

- Provide support under affordable warmth, looking at advice, case worker support, education and behaviour change.
- Look at other areas of support under home safety, income maximisation and wellbeing.
- Building strong relationships with local groups; liaising with local authorities, community groups and third sector organisations to establish a presence in the area and generate referrals.
- Manage casework as per on-going project requirements inclusive of working with vulnerable customers,
- 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.
- Identify, report and escalate to management as needed on problems/issues and project or casework performance as required.
- Undertaking other project related work relevant to the company as well as general office duties when required

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## Person Specification

	Essential	Desirable
<b>Skills and Abilities</b> <ul style="list-style-type: none"> <li>• Good communication skills: verbal and written</li> <li>• Excellent telephone manner</li> <li>• Display discretion and treat all client information as confidential</li> <li>• Must be able to work using own initiative</li> <li>• A proven team player</li> <li>• Ability to manage a high level of casework for various ongoing projects</li> <li>• Good time management skills</li> <li>• Ability to research and investigate cases in support of project delivery</li> <li>• Ability to analyse issues and problems, present a summary and propose solutions</li> </ul>	 X X X X X X X X X	
<b>Knowledge &amp; Experience</b> <ul style="list-style-type: none"> <li>• Strong working knowledge of Microsoft Office</li> <li>• Knowledge of Data Protection Act</li> <li>• Excellent client-facing and internal communications skills</li> <li>• Excellent administrative skills</li> <li>• Solid organisational skills including attention to detail and multi-tasking skills</li> <li>• Experience in working with Fuel Poverty</li> </ul>	 X X X X	  X  X
<b>Personal Qualities</b> <ul style="list-style-type: none"> <li>• Ability to work as part of a team</li> <li>• Flexible approach to vary working hours if required</li> <li>• Prepared to travel to other project offices/sites/events</li> <li>• Ability to speak Welsh</li> </ul>	 X X X	   X
<b>Other</b> <ul style="list-style-type: none"> <li>• Five GCSEs including Mathematics and English Language or equivalent</li> <li>• Full UK driving licence and use of a car</li> </ul>	  X	 X

## Our Projects:

### Housing Support Grant

The HSG is an early intervention grant programme to support activity which prevents people from becoming homeless, stabilises their housing situation, or helps potentially homeless people to find and keep accommodation. HSG seeks to secure a Wales where nobody is homeless and everyone has a safe home where they can flourish and live a fulfilled, active and independent life.

Warm Wales's mission is to empower people to make the right choices and decisions for themselves to enable them to alleviate fuel poverty and become more resilient. We are working to improve health and wellbeing by creating homes which are safe, sound, warm and secure.

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## Healthy Homes Healthy People

Warm Wales are 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, awareness raising and behaviour changes 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 looking at:

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 ONS4, (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.