

# Volunteer Money and Energy Champions

## Role Description



### INTRODUCTION

Volunteer Money and Energy champions will provide residents of Westminster with advice on energy efficiency, advantage of smart meters, different Tariffs, including switching and money management. This will reflect disadvantaged communities' needs and promote self-reliance and better control of their finances. Working closely with the financial capability and money and energy advice team along with the Project lead, the role will include the following:

### ROLE

Help to organise, participate in, and contribute to delivering Money and Energy Saving workshops and education sessions, pop-up sessions, one-to-one and group meetings with clients, existing community groups and local networking meetings from outreach locations and over digital platforms (e.g., Teams).

Help develop and implement ideas for targeted publicity of the Money and Energy Advice Project to engage new clients who have not yet received advice from our organisation, and to reach under-represented and vulnerable communities.

Advise eligible clients on the Warm Home Discount (WHD) and Priority Service Register (PSR) and help them register and make application.

Identify clients who can benefit from switching energy providers, tariffs, or payment method, advise and help them to switch.

Raise awareness and campaigning on gambling risks.

Identify clients who can benefit from energy efficiency measure, advise, and help them reduce their energy bills by helping them change habits or accessing schemes which will improve the energy efficiency of their home.

Identify and refer clients who are vulnerable, on a low income, fuel poor, and identifiable as needing a more in-depth service, for specialist support to one of the advisors.

Maintain accurate records and ensure all advice is recorded on the designated systems.

Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

## **SKILLS AND EXPERIENCE**

- Good written and verbal communication skills.
- Excellent IT skills including email, internet, Excel, Microsoft Teams, Zoom and Google sheets.
- Ability to build and maintain effective working relationships with staff, other volunteers, clients, partners, and supporters.
- Ability to research, analyse and explain information to clients from different background.
- Ability to work in collaboration with others as part of a team.
- Good organisational and time management skills with the ability to work towards set deadlines.

## **WHAT ELSE YOU NEED TO KNOW**

### **Equal opportunities**

All Citizens Advice Westminster staff and volunteers are expected to carry out the CAB's policy of equal opportunities. This means actively opposing all forms of discrimination and ensuring that the service is equally available to all people.

### **Confidentiality**

Everything that you see and hear in the organisation is private. All staff and volunteers must sign an agreement to observe a strict rule of confidentiality before they start in the bureau.

### **A commitment to training**

A willingness to learn and develop is central to being an effective volunteer. The role requires real commitment to training and learning due to rapid technological changes and advancements. All volunteers are periodically assessed as to how they are performing via a set of competences specifically adapted for their role. This helps identify training and development needs.

Things are always changing, and you will need to spend some time reading to keep yourself up to date. All training needs to develop skills and knowledge can be looked at with the Volunteer Coordinator.

### **Bureau team meetings**

As part of your continuing development, it is a priority to attend the bureau meetings. They provide a forum for training, case discussion, explanation of policy and practice, and mutual support.

### **Time**

To run an effective service, we generally require the Volunteer for Money and Energy Advice for a minimum of one full day or two half days per week (Monday - Friday).

### **Do I get expenses?**

It is CAB policy that volunteers should get out-of-pocket expenses. You should talk to the Operations Administrator about the arrangements.

### **What happens after I have filled in the application form?**

Your submitted application form is automatically forwarded to our volunteer recruitment team. The Volunteer Recruitment Team will review your application and if successful, you will be invited to undertake simple assessments and interview.