



Warm Home Advisor (volunteer role)

Role Overview

Warm Home Advisor is a front-line role which engages with our vulnerable clients. The primary focus of the role is on energy debt and energy use with the objective to help households heat their homes sufficiently and efficiently. Warm Home Advisor will be supervised by, and report directly to, the Chief Operating Officer.

The Matthew Tree Project is Bristol based, award winning charity that was established in 2010.

Responsibilities

Typical duties include:

- meeting with clients face-to-face and/or by phone to assess their energy needs and to provide:
 - Behavioural advice to include behavioural change; heating usage; damp-proofing and mould reduction/eradication
 - Add households to the Priority Services Register due to health conditions where appropriate
 - Property condition assessment and referral for improvement measures
 - Money advice to address energy debt and water debt
 - Money advice to address unaffordable energy bills to include referral for HSG (household support grants) and PPM (pre-payment meter) vouchers
- organising meetings and appointments with clients
- advocacy on behalf of the client with energy and water suppliers



- recording client contact notes within our bespoke Client Case Management software system (Apricot)
- internal referral to your supervisor for wider financial advice
- typing, compiling, and preparing client income and expenditure reports; making a case for support; and any other correspondence that pertains to client case being worked on
- carrying out administrative tasks related to client case being worked on, as required

Expenses

Expenses incurred in the discharging of duties for this role will need to be claimed by submitting an expenses claim form and will be reimbursed at the end of each month

Hours

Within reason the hours required by this role are flexible and can fit into the role holder's availability. A minimum of 4 hours per week up to a maximum of multiple days per week can be accommodated. This will be agreed upon commencement of the role. Face-to-face client meetings, team meetings, and training will be conducted at our Community Support Hub facility, which is located at 10 Filwood Broadway, Knowle, Bristol BS4 1JN. Some of the role requirements can be done remotely.

Qualifications

No formal academic qualifications are required for this position, although it is advantageous for candidates to have O level/A level/Highers qualifications.

Training

Full training will be provided for the duties required by this role.



Previous Experience

Previous experience is not required.

Required Skills

- Discretion and trustworthiness: you will be party of confidential information
- Excellent oral and written communication skills
- Organisational skills and the ability to multitask
- The ability to be proactive and take the initiative
- Flexibility and adaptability
- Tact and diplomacy
- A good knowledge of standard software packages and the ability to learn company-specific software if required
- Compassion and non-judgemental

Contact Details

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