

Project Delivery Officer



Our Projects - Healthy Homes Healthy People

We 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?

- We ensure that residents' basic needs are met so they can fulfil their potential.
- We work 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.**
- We work to ensure 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:

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, supporting debt and supporting 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.

Project Delivery Officer



The role

The Project Delivery Officer will be managed by the Team Leader. 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.

We offer a hybrid working set up including from our offices, home and occasionally in community settings or in-person at client homes. Working primarily over the phone, you will provide bespoke casework support to households experiencing fuel poverty. This includes a range of in-depth interventions designed to improve energy efficiency advice, 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.

You will manage a caseload of cases and attend community events to provide holistic support based on client need. Providing, advice and advocacy through:

- Providing advice to lower energy usage in the home
- Support clients in debt to engage with utility suppliers
- Identify available grants, benefits and support programmes, helping clients to make applications.

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. • Build strong relationships with local groups; liaise with local authorities, community groups and third sector organisations to identify events and opportunities to provide in person support 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 or any other databases/spreadsheets to capture and report on client outcomes and impact of the project. • Identify, report and escalate to management as needed on problems or issues and project or casework performance as necessary.

Project Delivery Officer



**WARM WALES
CYMRU GYNNES**

Key Duties & Responsibilities

- Undertake other project related work relevant to the company as well as general office duties when required

Person Specification

Skills and Abilities	Essential	Desirable
- 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 and case management skills - Ability to research and investigate cases in support of project delivery - Ability to analyse issues and problems, present a summary and propose solutions	X X X X X X X X	
Knowledge & Experience - 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 - Experience of using a Case Management System	X X X X	X X X
Personal Qualities - Ability to work as part of a team - Flexible approach to vary working hours if required - Prepared to travel to other offices/sites/events - Ability to speak Welsh	X X X	X
Education - Five GCSEs including Mathematics and English Language or equivalent - NVQ or relevant experience in Office Administration - Level 3 in Energy Awareness or willingness to complete the qualification within probation period	X	X X
Other Full UK driving licence and use of a car or ability to travel where required.	X	