

Home Energy Advisor Job Description



Location: Southeast Wales (with travel throughout the project area)

Salary: £26,300

Contract Type: Permanent

About Warm Wales

Warm Wales is a community-focused charity working to help households live in warmer, safer and healthier homes through practical energy advice, support to reduce fuel poverty, and access to wider assistance. We recognise that cold, damp and energy-inefficient homes can have a significant impact on physical and mental wellbeing, particularly for people living with long-term health conditions. By connecting fuel poverty support with health and wellbeing outcomes, Warm Wales helps residents address the root causes of poor living conditions and supports preventative, person-centred action that can improve quality of life.

The Role

Our Warmth 4 Wellbeing Home Energy Advisors will provide specialist energy advice and support to individuals and households living with health conditions that are adversely affected by cold, damp, poorly heated, or energy-inefficient homes.

Operating in the delivery area, the postholder will work directly with residents, healthcare professionals, community organisations, and partner agencies to improve affordable warmth, thermal comfort, reduce fuel poverty, and support positive health and wellbeing outcomes.

This is a hybrid role, requiring a combination of home working and community-based outreach across Southeast Wales. Regular travel is an essential requirement of the role, with the postholder delivering face-to-face support in clients' homes and community venues across ten local authority areas. Applicants should ideally reside within one of the following local authority areas: Bridgend, Rhondda Cynon Taf, Merthyr Tydfil, Caerphilly, Blaenau Gwent, Newport, Torfaen, Cardiff, or the Vale of Glamorgan.

Training activities, team meetings, supervision sessions, and other organisational events will primarily take place at Warm Wales's Head Office in Port Talbot, and monthly attendance in the office will be required as part of the role.

Home visits and community based support will focus on identifying practical solutions to reduce energy costs, improve home energy efficiency, access funding and grants, and help vulnerable residents with health conditions impacted by cold damp homes maintain a warm, safe, and healthy home environment.

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The postholder will contribute to:

- Reducing the number of households living in fuel poverty.
- Improving health and wellbeing outcomes for vulnerable residents.
- Increasing access to energy efficiency grants and support schemes.
- Reducing incidents of damp, mould, and inadequate heating.
- Achieving project referral and engagement targets.
- Delivering high levels of customer satisfaction.
- Supporting residents to maintain warm, safe, and healthy homes.
- Developing referral pathways with health services.

Key Responsibilities

Resident Support and Casework

- Provide one-to-one energy advice and support to residents living with health conditions that may be exacerbated by cold or damp housing.
- Conduct home visits and remote assessments to identify energy efficiency improvements and household needs.
- Develop personalised action plans to help residents achieve affordable warmth.
- Support residents to understand energy bills, tariffs, smart meters, and energy-saving measures.
- Provide practical advice on reducing condensation, damp, and mould within the home.
- Assist residents in managing energy debt and accessing financial support where appropriate.
- Maintain regular contact with clients throughout their support journey.

Health and Wellbeing Focus

- Support individuals living with respiratory conditions, cardiovascular disease, mobility issues, long-term illnesses, disabilities, and other health conditions affected by cold homes.
- Work closely with NHS services, social prescribing teams, occupational therapists, community health professionals, and voluntary sector organisations.
- Promote the health benefits of warm, dry, energy-efficient homes.
- Encourage early intervention to prevent health deterioration linked to poor housing conditions.

Energy Efficiency and Funding Support

- Identify suitable energy efficiency measures including insulation, heating upgrades, ventilation improvements, and renewable technologies.
- Assist clients to access grant-funded schemes and support programmes.
- Maintain knowledge of current energy efficiency programmes and fuel poverty initiatives.

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Referrals and Partnership Working

- Receive referrals from healthcare professionals, local authorities, housing associations, charities, and community groups.
- Identify new partnerships and build referral networks.
- Build and maintain strong working relationships with referral partners.
- Signpost and refer clients to wider support services.

Community Engagement

- Deliver community outreach activities.
- Promote the Warmth 4 Wellbeing service within local communities.
- Support initiatives aimed at reducing fuel poverty and health inequalities.
- Attend networking events and stakeholder meetings.

Monitoring and Reporting

- Maintain accurate and confidential client records.
- Record outcomes and project performance data in line with contract requirements.
- Monitor health and wellbeing outcomes resulting from interventions.
- Ensure compliance with GDPR and data protection requirements.

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Person Specification

Essential Criteria

Key Competencies

- Compassion and Empathy
- Customer Focus
- Communication Skills
- Partnership Working
- Problem Solving
- Attention to Detail
- Case Management
- Professional Integrity
- Adaptability
- Initiative

Experience

- Experience providing advice, support, or guidance to vulnerable individuals or households.
- Experience managing individual cases and maintaining accurate records.
- Experience working within community, housing, health, welfare, or customer support settings.
- Experience engaging with multiple stakeholders and partner organisations and building professional networks.

Knowledge

- Understanding of fuel poverty and its impact on health and wellbeing.
- Awareness of health inequalities and the social determinants of health.
- Level 3 in Energy Awareness or willingness to undertake the qualification through Warm Wales.

Skills

- Excellent communication and listening skills.
- Ability to build trust and rapport with vulnerable clients.
- Strong problem-solving and organisational skills.
- Ability to explain technical information in a clear and accessible manner.
- Good IT skills including Microsoft Office and database systems.
- Presentation skills to groups of professionals and members of the public.
- Full UK driving licence and access to a car.
- Professional networking skills.

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Desirable Criteria

- Experience delivering energy advice services.
 - Knowledge of Nest, Warm Homes Programme, or other energy efficiency funding schemes.
 - Understanding of issues relating to damp, mould, condensation, and excess cold within homes.
 - Experience working alongside healthcare professionals.
 - Understanding of social prescribing pathways.
 - Knowledge of benefits system and/or support available for low-income households.
 - Ability to speak Welsh.
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