

J O B D E S C R I P T I O N

Home Energy Advisor Fixed Term to end March 2027 Age UK Plymouth

SUMMARY

To provide practical home energy advice and support to people aged 50+ across Plymouth, helping them to improve the warmth, comfort and energy efficiency of their homes and reduce household energy costs.

The Home Energy Advisor will undertake home visits to understand individual circumstances, provide tailored advice and, where appropriate, install simple energy-saving measures such as LED light bulbs, draught excluders and reflective radiator panels.

The role will also identify wider support needs and, with appropriate consent, make referrals to Age UK Plymouth's Information and Advice Team and other relevant services.

This is a community-based role involving regular lone working and visits to people in their own homes.

KEY RESPONSIBILITIES

- a) To undertake home energy visits with people aged 50+ across Plymouth, taking time to understand their individual circumstances and household energy use, identifying opportunities to improve energy efficiency and providing practical, person-centred advice on keeping warm and reducing energy costs.
- b) To provide and, where appropriate, install simple energy-saving measures, including LED light bulbs, draught excluders, reflective radiator panels and other approved measures within the scope of the role.
- c) To ensure energy-saving measures are installed safely and appropriately, following relevant guidance and procedures, and explain their purpose and use to individuals.
- d) To identify wider issues affecting an individual's ability to remain warm, safe and comfortable at home, including financial difficulties, housing concerns, health, wellbeing and social isolation.
- e) To work collaboratively with colleagues across Age UK Plymouth and other relevant organisations to identify and respond to wider support needs, making appropriate referrals and ensuring individuals can access relevant information, advice and services.
- f) To identify and respond appropriately to safeguarding concerns in accordance with Age UK Plymouth's safeguarding policies and procedures.
- g) To maintain accurate and timely records of home visits, including advice provided, measures installed and referrals or signposting undertaken.

h) To work proactively to reach people who may face barriers to accessing support, including those experiencing financial hardship, social isolation, poor housing or digital exclusion.

j) To participate in relevant training and development to maintain the knowledge and skills required for the role, including energy efficiency guidance, safeguarding and safe working practices.

GENERAL

a) To comply with Age UK Plymouth's policies and procedures, including those relating to health and safety, safeguarding, lone working, equality and diversity, confidentiality and data protection.

b) To undertake home visits and lone working safely, following relevant risk assessments, procedures and reporting arrangements.

c) To respect the privacy, dignity, independence and choices of individuals, particularly when working within their homes.

d) To maintain appropriate professional boundaries and ensure that advice, support and practical measures are provided within the scope of the role and relevant training.

e) To contribute to Age UK Plymouth's wider activities, including promotional and community engagement initiatives, where appropriate.

f) To undertake other duties reasonably appropriate to the post, as requested by the line manager.

UNDERTAKING

I understand and accept my responsibilities and the Conditions of Service for the post of Home Energy Advisor for Age UK Plymouth.

Signed _____

Date _____

Name _____

(PLEASE PRINT)