

Position Description



Job title	Energy Efficiency Coach, Household Energy Efficiency Scheme
Department	Financial Wellbeing
Reports to	Senior Manager, Financial Wellbeing
Date prepared/reviewed	October 2023
Location	ICH (Inner City Hub)
Position Details	Max Term Full Time

Our purpose is to inspire people, enliven communities and confront injustice. We address the causes of vulnerability and disadvantage, stand for a just society and support individuals and communities to be valued and connected.

Position Objective

The Household Energy Efficiency Scheme (HEES) is a project of the Financial Wellbeing Collective. The HEES aims to assist up to 9,000 households experiencing financial hardship in the South West Interconnected System (SWIS). This is achieved by improving energy literacy, reducing energy consumption and bills, connecting clients to appropriate energy and complementary services and supporting, identifying, and removing barriers to accessing energy efficient appliances, technologies and goods.

As the Energy Coach, your role is the core client-facing element of the HEES. It forms part of a multi-organisation team of Energy Efficiency Coaches employed by FWC member organisations across the Synergy South West Interconnected System. Under the direction of the centralised HEES Team Leader Energy Coaching, Energy Efficiency Coaches conduct household energy assessments, deliver tailored energy efficiency reports, education and coaching to households, and provide low-cost energy efficient items to address underlying factors that contribute to high household energy costs.

Values and Associated Behaviours

Uniting's Values and Behaviours which inform the job holder's decisions and actions.

Imaginative – We challenge convention, explore new possibilities and dare to dream for a better future

Respectful – We act with honesty and integrity, and open our hearts to all people without exception

Compassionate – We are nurturing, generous and thoughtful in our words and deeds

Bold – We face injustice head on and stand up for what is right and true with confidence and strength.

Additionally, the role will:

- Respectfully work within the Christian ethos of the Uniting Church
 - Works in a way that is consistent with Uniting WA's leadership expectations
- Operate ethically and enhance the integrity of the organisation.

Key Responsibilities

These represent the key outputs of the job, the job's deliverables. They are not specific activities in themselves. These form the basis of the objectives and measurements set for the job holder under the Uniting Performance Management System annually.

This role will deliver person centred services by:

- Providing services in a culturally appropriate manner
- Delivering a professional standard of service through all agency interfaces
- Embracing principles of inclusion in all aspects of work which "lives" <partner name> and the Financial Wellbeing Collective values
- Applying de-escalation skills to support managing complex client situations
- Maintaining accurate client records
- Working with the HEES community educator to plan and deliver energy efficiency community education workshops
- Delivering phone coaching to eligible clients

This role will conduct household energy audits by:

- Undertaking and following risk assessments for safe home visits
- Completing in-home and virtual energy assessments in the areas of energy use and thermal performance
- Engaging with clients to understand energy use behaviours, promote energy efficiency practice and recommend solutions and alternatives
- Developing and providing Household Energy Efficiency Reports and Action Plans following a set template for households where an energy audit has been undertaken, to help address their usage concerns
- Installing basic draft proofing if required

This role will provide support and referrals by:

- Providing Household Energy Efficiency Packs comprising a range of low-cost energy efficient items
- Providing information to clients on how to read their utility bills, access online services and accessing hardship programs across all utilities
- Identifying and referring eligible households that require installation of higher cost energy efficiency capital items and/or appliances
- Referring clients to other complementary programs and services as needed and eligible for, including but not limited to, energy retailer hardship programs

This role will contribute to a compliance culture by:

- Ensuring that relevant workplace instructions, policies and processes are followed in all client work
- Providing clients with a satisfaction survey following completion of the process to conduct a household energy assessment and education session, and then again after the next and subsequent electricity billing cycles
- Collecting all required HEES household data and submitting this into the HEES centralised data management system
- Ensuring service is provided in accordance with requirements of the Privacy Act and other relevant legislation, Uniting and funder policy, procedures, and conditions.

This role will contribute to continuous improvement by:

- Reviewing policies, procedures and work practices and making suggestions for change
- Participating in design and client/stakeholder engagement meetings
- Embracing a safety culture and actively participating in workplace safety activities, including client risk reporting, hazard, and incident reporting
- Embracing a child safety culture, ensuring safe environments where children and young people feel valued, respected and are protected from abuse and harm
- Ensuring compliance with behavioural standards outlined in <partner name> Code of Conduct and other relevant policies and procedures
- Other duties as required.

Key Outcomes and Impact

The impact of this role will ensure that the FWC and partner organisations:

- Support households to reduce their energy usage and improve their knowledge of energy efficient practices

Standard Key Responsibilities (for all Uniting staff)

- To operate within delegated authority and comply with legal, regulatory obligations and requirements of our internal policies and procedures
- Identify and deal (manage and monitor) with risks associated with Uniting
- Compliance with the values and associated behaviours of Uniting
- Compliance with the policies and procedures of Uniting including statutory policies
- Completion of any training and associated assessments identified as a requirement of the position.

Competencies

The knowledge and soft skill requirements necessary for this position.

- Exceptional interpersonal skills with an ability to relate to a wide range of clients in need of assistance, including clients from Aboriginal and culturally and linguistically diverse backgrounds
- Experience working independently and autonomously
- Well developed numeracy skills
- The ability to maintain high quality standards and attention to detail
- Good written and verbal communication skills
- Ability to be flexible, demonstrate initiative and work effectively under pressure

- Experience in a community services organisation
- Experience in an outreach capacity/home visitation
- A commitment to the purpose and values of the Financial Wellbeing Collective
- A commitment to the purpose and values of Uniting

Qualifications

Education, experience and technical skills required for this position.

- Qualifications in a relevant field
- National Police Clearance.
- Experience in a related field or position
- WA Driver's Licence (and vehicle with up-to-date insurance)
- WA Working With Children Check
- WA White Card, or willingness to undertake to get one at Uniting WA's expense

Additional Information

Any additional information that would be helpful to someone trying to understand the nature or purpose of the position.

This role will be required to engage with the following external parties:

- Financial Wellbeing Collective HEES Manager and Team Lead
- Financial Wellbeing Collective (FWC) General Manager and its Central Support Unit
- Energy Efficiency Coaches based in FWC partner agencies
- Other community service organisations, Local Government Authorities and FWC partner agencies