

SUSSEX COMMUNITY DEVELOPMENT ASSOCIATION

Job Description:

Carers' Community Navigator – Energy Advice

**Reporting to: Community Advice and Wellbeing Programme
Manager**

**Work pattern: Part time, 30 hrs pw, based in Newhaven with
travel to outreach delivery centres across East Sussex.**

**Salary range: £26,232 - £31,349 per annum pro rata (upper
levels awarded for qualification & experience)**

Fixed term contract until 31st March 2026 in the first instance.



The Organisations

This project is a partnership between Sussex Community Development Association and Care for the Carers. The funding for the work has been secured by Care for the Carers and is part of a wider national project involving 22 carer organisations across the country called Carer Money Matters. The aim of the wider project is to support carers to alleviate fuel poverty and maximise income.

SCDA was founded in 1997. Its primary purpose is the development of sustainable community-based regeneration initiatives addressing the economic, environmental, and cultural and community needs, and particularly addressing the needs of those most vulnerable in the community.

SCDA now runs a range of projects and services aimed at supporting community involvement across East Sussex. Funding has been secured from a range of sources including Lottery Community Fund and charitable trusts as well as contracts to deliver services and run projects across East Sussex, including from the DWP, ESCC & Home Office.

To support its core activities SCDA also runs a number of Social Enterprises. These include Denton Island Nursery, rated as 'Good' by Ofsted, and two charity retail shops.

For further reading and information regarding SCDA's Vision please visit:

<https://sussexcommunity.org.uk/wp-content/uploads/2023/03/Our-Vision.pdf>

There are 12 main service areas grouped under 3 broad headings:

Employability – supporting unemployed people across East Sussex, specialising in those who find it hardest to find and sustain paid work.

Community Advice & Wellbeing – delivering a variety of services aimed at promoting inclusion for people from culturally diverse communities; supporting people at risk of anti-social behaviour and hate crime; offering mental health support via a range of counselling services, befriending and support for those bereaved by or at risk of suicide, and offering access to a range of specialist advice provision through partners.

Community Development & Health – delivering targeted and general Youth provision locally; delivering a range of services around emergency and community food & food security; green and open spaces; promoting physical activity and mental health; raising the profile of communities in which we work through regular community events; offering Family Learning and Inclusion activities for parents and carers of Under 5's.

SCDA has a strong track record in partnership working and in the quality of service delivery to meet complex needs within in the community and helping make a difference.

Care for the Carers is an independent charity and the Carers Centre for East Sussex. We have been supporting and representing unpaid carers in East Sussex since 1989.

Our team of staff and volunteers can provide free practical and emotional advice – face to face, by telephone, or online. We can put you in touch with other carers, and help you navigate the range of services available locally. We also run support groups, training and events across the county – whether you are interested in speaking up on important issues, or having some time out to relax or meet new people.

Care for the Carers represents carers and raises awareness of caring, working with local communities, organisations and service providers to build a carer friendly East Sussex.

All our work is developed with carers, and in response to their expressed needs and reflects local and national strategy, legislation, research and best practice.

For more information about Carer for the Carers please refer to our website:

[Care for the Carers - Supporting carers in East Sussex \(cftc.org.uk\)](http://cftc.org.uk)

The context of the job

Working as part of the Community Advice & Wellbeing team, the post holder will be based at SCDA in our Newhaven premises, and will work closely with Care for the Carers Project Lead on reporting and monitoring. There will also be regular travel outreach delivery and partner locations across East Sussex.

SCDA currently employs approximately 90 employees, and continues to grow - especially in terms of its geographic delivery remit. One of SCDA's Core Values is teamwork & supporting colleagues and we therefore expect all members of staff to demonstrate flexibility within their specified job role, and offer support to other team members as and when required.

Occasional evening & weekend work may be necessary to meet client need or attend community events; appropriate notice will be given. Additional remuneration is not applicable as staff usually flex their working hours in the week before or after such community or client events occur.

Job Purpose

The purpose of the Carers' Community Navigator (Energy Advice) role is to provide information and advice regarding energy costs and income maximisation to working carers in East Sussex. Many of these clients are vulnerable to financial hardship and require assistance on non-specialist advice related issues, and/or assistance in accessing other relevant & specific services or specialist advice provision.

Supporting referrals from Care for the Carers and working as a member of a joint Care for the Carers and SCDA team, the Carers' Community Navigator will act as a point of contact for carers experiencing financial hardship. They will provide casework to support increased income and reduced expenditure by reviewing benefits, energy costs and other incomings/outgoings to ensure income is maximised.

The Carers' Community Navigator will hold a caseload for longer more in-depth cases as well as providing shorter phone support for signposting, referrals and any actions requiring a quick intervention.

Activities for the Carers' Community Navigator will include income maximisation, financial health and benefits checks, awareness of and sign up to the Priority Service Register, providing energy efficiency advice, and making referrals and signposting to specialist advice providers.

Community Navigators work to agreed performance objectives to achieve targets, those objectives being set by contracts and within personal work plans to enhance and develop a high quality service.

Main Tasks

Establish the non-specialist energy advice needs of each individual client:

- Advise on other opportunities for increasing income and/or reducing expenditure and assist carer to make application by either doing on their behalf or providing the resources for them to do themselves.
- Conduct one to one energy advice and income maximisation sessions with working carers who have been referred to the service through Care for the Carers or via other referral routes.
- Deliver services to clients and service users utilising appropriate Information, Advice and Guidance methodologies to ensure impartiality and ensure standardised quality across all services and activities.
- Enable and empower clients to develop the opportunity to exercise informed individual choice in the services they engage with and support them in these choices.
- Use a range of resources to help clients' access help and services including web based tools such as benefit calculators and electronic forms.
- Help clients to recognise their assets / skills and identify appropriate ways to share them more widely, and to develop new assets/skills to meet their identified goals.
- Recognise and work appropriately within challenging and sensitive situations.
- Provide support to those clients who may be more vulnerable and require an enhanced level of support.
- Help clients to identify the progress they have made and the consequences of their choices.
- Share financial awareness, knowledge and resilience information with existing members who attend Carer Support groups.
- Disseminate fuel efficiency and safety information to individual and groups via workshops including awareness of CO2, Priority Services Register and energy efficiency advice.
- Share learning from the project by supporting refresher training for all Carer Support Workers (not on the project) to ensure that they can either signpost to this project or incorporate self-help tools into carer coaching or more in-depth carers 'Directions' session.
- Set up ad hoc information sessions for Carers covering particular areas of need/ interest.
- Capture carers' experiences, stories and views and feed into Carers Voices work

Signposting and Referral:

- Make referrals to specialist advice providers where necessary (debt, housing, benefits).
- Maintain awareness and knowledge of a range of statutory and voluntary organisations to improve clients' access to services and maximise their choices including all the services available within SCDA and its partnership network.
- Maintain and update an asset sharing opportunities database and encourage clients to explore these opportunities.
- Communicate confidently with colleagues, partner agencies, individuals, Project Manager and the Community Advice and Wellbeing Programme Manager to identify appropriate support to meet individual clients' needs.
- Work supportively and collaboratively with Carer Support Workers and Carer Support Groups.

Management reporting:

- Keep accurate client records, update status sheets and assist in the data collation for written and statistical reports as required.
- Collect case studies and overarching insight into impact and effectiveness of the project interventions.
- Work with others to contribute to the delivery of projects so that they are on time, to target and within prescribed budgets.
- Collaborate and contribute to funding bids as appropriate.

Other:

- Meet regularly with the Community Advice and Wellbeing Programme Manager, or other designated supervisor, for supervision and project reviews and to take responsibility to follow through agreed areas of work.
- Ability to work within a reflective model of practice.
- The varied nature of the role requires flexibility to undertake other appropriate and relevant duties as they occur.
- Attend team briefings, team meetings, and appropriate Care for the Carers and SCDA or other training and events as required.
- Promote and comply with SCDA's policies and procedural requirements.

EQUAL OPPORTUNITIES

Sussex Community Development Association is working towards equality and has policies relating to the equality of opportunity in employment and service delivery. All staff are expected to comply with these policies.

HEALTH AND SAFETY

All staff have responsibility to maintain the health and safety of themselves and others within the performance of their duties in accordance with SCDA health and safety policies and to undertake specific health and safety responsibilities as necessary.

This job description will be reviewed from time to time or as necessary and may be amended to meet the changing needs of the organisation. It will also be used as the basis for the determination of objectives and the content is subject to annual review.

Signed.....

Dated.....

Person specification

Essential:

- Previous experience, paid or unpaid, working with clients accessing services or non-specialist advice related provision
- Experience of supporting carers
- Experience working with vulnerable clients who are facing barriers to accessing services (e.g. disabled people, ex-offenders, lone parents, older people)
- Experience of working to prescribed targets for delivery
- Able to maintain accurate records for clients and monitor progress
- Able to communicate effectively at all levels with excellent customer service skills
- Able to make assessment of need on a one to one basis and providing follow-up
- Organisational, IT and time management skills of a high order
- Able to develop an approach to your work which displays a good understanding of equal opportunities
- Accustomed to multi-tasking.

Desirable qualifications & experience:

- Appropriate professional qualification or degree
- L3 IAG
- Knowledge of the benefits system
- Experience of lone working policies and practice
- Knowledge of social prescribing
- Experience of Safeguarding
- Experience of working with those impacted by domestic abuse & associated support routes

Essential skills, abilities and knowledge:

- A flexible approach to meeting client needs
- Ability to work with minimal supervision.
- Good understanding of data protection requirements
- Clear understanding of client confidentiality
- Good understanding and experience of MS Access, Excel and Word & databases

Essential personal qualities:

- Able to work effectively as part of a team and on own initiative
- Be confident in dealing with clients, partners and funders and be able to respond at all levels
- Boundaried and professional at all times
- Tact, diplomacy
- Resilience to withstand peaks in workload
- Emotional resilience to work objectively and professionally with vulnerable people
- Understanding of or willingness to learn about the needs of a wide range of socially excluded people.

Circumstances:

- Able to travel to various locations in and around East Sussex area easily and economically; if possible with full driving licence and access to own vehicle for travel to outreach centres.
- DBS & health checks as required.