

# APPLICATION PACK

## JOB DESCRIPTION

PLEASE READ PAGE 1 OF THE GUIDANCE NOTES FOR MORE INFORMATION ABOUT THIS DOCUMENT

**Job Title:** Volunteer Coordinator & Energy Outreach Worker

**Reporting to:** Advice Supervisor

**Location:** St Pauls Advice Centre (SPAC) Bristol

**Main Purpose:** The Volunteer Coordinator & Energy Outreach Worker is responsible for managing and developing our established volunteer programme and for delivering our Energy Outreach Project.

**Responsibilities:**

- Manage the existing volunteer programme including coordinating volunteer activities; monitoring quality of volunteer output; and providing ongoing training and support.
- Develop the volunteer offer as appropriate to meet client need.

**Volunteer Coordinator**

- Recruit, induct and train new volunteers as required.
- Promote the volunteer offer and the service within the local community.

**Responsibilities:**

- Provide specialist Energy advice and information to SPAC clients in accordance with SPAC policy, procedure and relevant quality standards and SPAC's Office Manual.
- To develop and deliver Energy Advice drop-ins and arrange follow up casework from specialist Debt/Benefits/Housing Advisers (SPAC/HM).
- Deliver training to community partners to enable them to provide basic Energy advice.
- Train and support Energy Advice volunteers to provide peer support to clients engaged through the project.
- Identify and act upon social policy issues including recording appropriate case studies.
- Keep up-to-date with relevant legislation, policies and practices.

**Advice and casework**

**Other responsibilities**

- Engage in line management, supervision and annual performance appraisal with the Advice Supervisor.

- Work as a member of a team, give and receive support, and work considerately and co-operatively with other team members.
- Comply with the Centre's Equal Opportunities policy and work in an anti-discriminatory/non-judgemental manner.
- Attend and represent SPAC at internal and external meetings and events.
- Undertake relevant statutory and personal development training.
- Carry out all such other duties appropriate to the post as required.

**Salary, Working  
hours & Benefits:**

- Salary: £24,879.20 actual (£31,099 full time equivalent)
- Fixed Term contract until 30<sup>th</sup> April 2025.
- Working hours: 28 hours per week.
- Annual Leave: 30 days per year (pro rata)
- Extra 3 days annual leave between Christmas & New Year
- Pension Scheme: 5% employers contribution