



## Energy Champion - volunteer Role Description

You might be thinking, what's an Energy Champion?

It's someone with an interest in volunteering in the local community, supporting those struggling with rising energy costs.

<b>Role Title</b>	Energy Champion
<b>Minimum Time Commitment</b>	Tuesdays, Wednesdays or Fridays <ul style="list-style-type: none"> <li>- 10.30am to 1.30pm</li> <li>- 3-6 months minimum commitment</li> </ul>
<b>Location</b>	Community Hub, The Renewal Programme, 395 High St. N. E12 6PG.
<b>About us</b>	<p>The Renewal Programme is a well-established and respected local charity based in the London Borough of Newham. We support those who are facing multiple challenges - they might be a migrant or refugee without access to public funds, a person suffering with homelessness, experiencing poverty, or unable to communicate in English. We empower people to reach their full potential through offering advocacy, education, temporary accommodation and a wide range of positive activities. We support over 3000 people a year and have been working with Newham communities for over 50 years.</p> <p><u>Our vision</u> Vibrant and integrated Newham communities where everyone has access to suitable jobs, homes, health and education.</p> <p><u>Our mission</u> To stand alongside those who struggle by inspiring hope and offering opportunities for connection, growth and progress.</p> <p><u>Our values</u>            DIGNITY - Treating everyone with kindness and respect.            INCLUSION - A community where everyone belongs.            COLLABORATION - Working together to achieve more.            EMPOWERMENT - Co-creating opportunities for positive change.</p>

## The Role

In January 2023, the Renewal Programme launched the Stay Warm in Newham project, in partnership with the Cadent Foundation and Groundworks UK. It is a 2-year project that seeks to help mitigate the severe effects of fuel poverty for the most vulnerable, socially excluded and financially precarious individuals in Newham. The project will offer outreach to vulnerable communities, advice and support, to improve energy efficiency and alleviate fuel poverty. The project will also provide practical support (in the form of regular warm banks and crisis support grants).

Our Energy champions will be trained to give advice on how to: save energy, reduce bills, and keep warm. You will be present at our weekly “warm banks”, alongside existing crisis support provision. You will also be available to offer 1-2-1 advice to clients via phone or email, during the same opening hours.

Our volunteers are the face of our organisation. They provide a warm welcome to service users. They will create a safe and welcoming environment for people attending the sessions.

Some examples of volunteer tasks include:

- Providing a welcoming presence throughout the whole session, helping our service users feel comfortable and informed. Being a first point of contact for some of our service users.
- Assessing clients’ needs and identifying relevant routes for them.
- Supporting service users to access resources online.
- Working as a team to improve the information given and signposting.
- Working in partnership with Green Doctors advisors when present on site.
- Working in partnership with members of staff and other volunteers to ensure information is circulated smoothly, ensuring the best service possible for our service users.
- Setting up and tidying the space.

We’ll support and train you with the guidance you need to help people at our centre, giving you a chance to develop your own confidence and skills.

Our service users are the focus of our organisation, some are potentially vulnerable, and many have complex needs. For these reasons, we ask that all volunteers complete a DBS check.

<b>Skills &amp; Experience</b>	<b>Personal qualities most suited to the role:</b> <ul style="list-style-type: none"> <li>- Volunteers will have an appreciation of the experiences, challenges and issues faced by local residents, and the effects of fuel poverty for the most vulnerable; or be willing to learn.</li> <li>- Experience working with vulnerable adults and ability to engage people with different backgrounds.</li> <li>- Good level of IT, including competency and initiative in researching information online.</li> <li>- Good communication skills – able to speak and write clearly in English (very good Spoken and written English is a must)</li> <li>- Knowledge of other languages and cultures is an advantage.</li> <li>- Willingness to work in accordance with The Renewal Programme values, and to always maintain professional boundaries.</li> <li>- Good ability to listen to others without judgement, and to use empathy and supportive questions to establish client’s needs and situation.</li> <li>- Record information accurately and objectively. Attention to detail.</li> <li>- Be willing to learn about services and support available at The Renewal Programme and elsewhere and confidently signpost clients.</li> <li>- Be able to manage own time and work within a team and supervised setting. Willingness to also work without direct supervision.</li> <li>- Have the initiative to ask for help when required. Good problem-solving skills.</li> <li>- Reliable and good time keeper.</li> <li>- Flexible approach. This is a pilot project so the volunteer will be expected to keep an open mind as the project evolves.</li> </ul>
<b>Benefits, Training and Support</b>	<b>What will The Renewal Programme provide?</b> <ul style="list-style-type: none"> <li>● Information and training sessions on all aspects of the role.</li> <li>● Support, advice and guidance, from the Volunteer Coordinator and project coordinator.</li> <li>● Join a growing volunteer community.</li> <li>● We will pay any agreed out of pocket expenses.</li> </ul>
<b>Essential</b>	<ul style="list-style-type: none"> <li>● Must be 18+</li> <li>● You will need to complete training</li> </ul>
<b>Report to:</b>	Project coordinator/Volunteer Coordinator