

Position Description

EnergyMate Coach – Dunedin

Mission

We walk with people across the generations to create together places to live, learn and thrive. We call out injustice and advocate for social change.

POSITION PURPOSE AND PRIMARY OBJECTIVES

Purpose:

To work in partnership with the EnergyMate programme to provide energy advice and targeted support to educate and support whānau to live in warm, dry homes with affordable energy costs.

Primary Objectives

- Identify households at high risk of energy hardship
- Using a strengths-based approach to deliver the EnergyMate programme through in-home coaching and community hui in a client-centric holistic way.
- Identify opportunities for clients to get the most out of their electricity through saving money on their energy expenses and to live in a warmer, drier, healthier homes.
- To identify and refer to other services within Family Works or other social agency providers to assist the overall well-being of individuals & whanau as required
- Compliance with reporting and procedures in required timeframes and accordance with the ERANZ contract and Family Works processes.
- Facilitate, attend and participate in EnergyMate hui

Accountability	Expected Outcomes / Key Performance Indicators
<p>Provide education and support delivering in-home coaching using the EnergyMate programme</p>	<ul style="list-style-type: none"> • Make initial contact and organise suitable times to visit clients. • Carry out EnergyMate client or whanau client-centred home visits. • Client support is culturally responsive, (recognising the need for all peoples including Māori, Pacific, ethnic communities, and other communities) • Conduct clients visits as outlined in the current contract period. • In each visit carry out a check of the home, including heating, lighting, hot water, and appliances to find ways the whānau can save on power. • Review the household's electricity bill with the whānau, explaining what it means and different payment options. • Help the whānau build an action plan of the things they can do to save power and keep their home warm. • Clients' individual, family and whanau needs are considered in developing a strength-based action plan • Connect households with support from within Family Works or other agencies like financial mentors, free curtains and insulation to help address the drivers of energy hardship. • Services are provided in a way that is consistent with social, economic, political, cultural and spiritual values. • Conduct follow-up phone calls within ten working days of the due day. • Complete energy hardship training module and follow the EnergyMate procedures and processes as outlined in training. • Keep accurate records/documentation and upload them to the required databases in a timely manner.

Facilitate, Attend EnergyMate Hui as required	<ul style="list-style-type: none"> • Present and promote the benefits of the EnergyMate Programme to small Hui groups as per contractual requirements • Help attendees with simple and cheap power-saving tips • Inform to help better understand their power bill and different payment options
Maintain Professional Development	<ul style="list-style-type: none"> • Attain and/or maintain accreditation with ERANZ as an Energy Mate Coach. • Maintain an awareness of current developments in the Energy, healthy homes and social service environment. • Identify personal development needs as they arise and through active participation in the annual Performance Development process (PDP). • Attend appropriate in-service and external training as is relevant to the role and as set through the agreed PDP.
Other Duties	<ul style="list-style-type: none"> • Undertake other duties as requested by and mutually agreed with the Team Leader / Practice Manager / General Manager to meet business needs of Family Works.
Expectations of all PSO Employees	
Communications / Interpersonal relationships	<ul style="list-style-type: none"> • Positive and collegial relationships are developed and maintained. • Verbal and written communication are at a high standard, relevant and appropriate to the audience.
Performance development and learning	<ul style="list-style-type: none"> • Active engagement with the personal development review process. • Personal and professional development goals and objectives are established. • Be responsible for own ongoing education and skills required in the designated role.
Continuous improvement	<ul style="list-style-type: none"> • Make recommendations for improvement to services, work practices and/or workflow.

Health and Safety <i>PSO is committed to achieving the highest level of health and safety for its staff; everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none"> • All employees are expected to identify, report and, where appropriate, resolve issues that may cause harm to themselves or others in the organisation. • Strictly follow the Health and Safety Guidelines for home visits. • All accidents or potential hazards must be reported to your direct line manager.
Te Tiriti O Waitangi / The Treaty of Waitangi <i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none"> • As an employee, you are required to give effect to the articles and the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.
Relationships	
Reports to: Team Leader Oamaru General Manager Family Works	Direct Reports: Nil
Internal Relationships: All PSO staff	External Relationships: ERANZ Energy Providers Community Stakeholders
Person Specifications	

Qualifications/Skills

- Good understanding of the Energy Sector and how power supply works.
- Skills and experience in computer systems and databases to maximise the use of technology for improved service provision.
- Competent in the use of a Client Management System database

Experience/ Knowledge

- Ability to understand core budgeting concepts and the wider impact on individuals/families.
- Ability to demonstrate exceptional planning and organisational skills and effectively manage complex and competing priorities.
- Understanding of the social and economic complexities that exist in the community.
- Be able to communicate clearly both orally and in writing.

Personal Qualities

- Possesses highly developed interpersonal skills, including relationship skills and advocacy skills.
- Experience in the social service sector would be an advantage.
- Can work independently and as part of a small team.
- Ability to co-facilitate groups as necessary.
- Professional maturity to handle sensitive/confidential information and to act with tact, integrity and maturity.
- Ability to identify core issues and offer pathways to possible solutions.

Physical Requirements

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing, balancing, crouching, squatting and other reaching.

Working Together

Our Work

- We are person-centered in our organisation.
- We strive always to do better, to work hard and to the best of our ability.
- Each person knows they make a difference, and they feel valued because of this.

Our Organisation

- We are committed to delivering on the organisation's direction and values.
- We are responsible and accountable for our actions and behaviours.
- We are committed to positive, proactive leadership.
- Each person is empowered to succeed, with the orientation and on-going support needed.
- Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.

Our Team

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.
- We hold each other accountable by giving and receiving constructive feedback.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.

Values

With the foundation of Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.

