



Post title:	Community Energy Navigator
Hours of work:	37 hours per week, flexible to the needs of the contract
Salary:	£27,500 per annum
Duration:	24 months Fixed term (subject to 3 month probation period)
Responsible to:	Social Prescribing and Pathways Team Leader
Responsible for:	Small team of volunteers
Location:	Based at MVA, Chatham with community outreach across the delivery area

Purpose of Role

The Energy Navigator plays a key role in delivering the **Positively Connected Kent** service, which works to ensure every person in Kent has the energy they need to live with dignity, comfort and opportunity, regardless of income, circumstance or postcode. The geographical area for this role will be the Medway and Swale areas.

You will work alongside communities most affected by fuel poverty and rising energy costs, providing trusted, practical and compassionate support. Rooted in lived experience, community voice and partnership working, the role connects insight with action, helping households manage energy bills, keep warm, access support and build long-term resilience.

The Energy Navigator contributes to reducing inequalities by meeting people where they are: in community settings, in their homes, and through accessible telephone and digital support. In addition the navigator will oversee a small team of volunteers who will support the programme.

An enhanced DBS check will be required for this role.

Key Tasks and Responsibilities

Community Delivery

- Deliver light touch energy advice at community events, outreach sessions and local venues.
- Provide face to face energy advice, including home visits, to support households with complex or multiple needs.

- Deliver telephone and digital energy advice, ensuring support is accessible and responsive.
- Support households to take action and implement at least one energy efficiency or energy saving measure.
- Deliver community workshops.
- Deliver small amounts of staff training for organisations.

Advice, Support and Referrals

- Identify households experiencing fuel poverty, financial hardship or risk of crisis.
- Make onward referrals to appropriate support, including fuel poverty assistance schemes and crisis payments.
- Support residents to improve digital confidence where this is a barrier to accessing energy or wider support.

Insight, Quality and Learning

- Accurately record all activity, outcomes and evidence using the agreed CRM and Outputs Workbook.
- Use insight from delivery to contribute to service learning, improvement and innovation.
- Participate fully in training, supervision, reflective practice and team meetings.

Partnership and Ways of Working

- Work collaboratively with partner organisations, Involve Kent & Medway and other delivery hubs.
- Champion MVA values and contribute to a culture of kindness, inclusion and continuous learning.
- Uphold safeguarding, data protection, lone working, health & safety and equality policies at all times.
- Take responsibility for personal wellbeing and resilience, recognising the emotional demands of the role.

General

- Work within the framework defined by the MVA Equal Opportunities, Safeguarding and Health and Safety and Lone Working Policies
- Attend supervision and appraisal sessions and relevant agreed training
- Undertake additional duties commensurate with the role as delegated by the Director of Operations

Person Specification

Experience

Essential

- Experience supporting people experiencing fuel poverty or financial hardship
- Experience delivering advice or support in a community setting
- Ability to communicate clearly and compassionately with a wide range of people
- Experience of face-to-face, telephone or digital service delivery

Desirable

- Lived experience of disability and/or caring responsibilities
- Experience of supervising volunteers.

Knowledge

Essential

- Understanding of, or experience working within, the voluntary and community sector
- Understanding of safeguarding, data protection regulations and confidentiality
- Knowledge and demonstrable understanding of equality, diversity and inclusion and a commitment to EDI practice
- Understanding of energy bills, fuel poverty or energy support schemes

Desirable

- Knowledge of Inequalities and health related outcomes.

Skills

Essential

- Ability to assess needs, manage boundaries and make appropriate referrals
- Good IT skills and ability to use case-management systems
- Excellent interpersonal skills
- Ability to deliver training sessions
- Ability to work independently while contributing to a wider team
- Willingness to travel locally and undertake home visits

Desirable

- L3 Energy Advice qualification (or willingness to work towards)

Personal

- Be a self-starter with a strong work ethic
- Ability to travel independently within the service area
- Commitment to quality, responsibility, high work standards and initiative
- Flexible approach to working hours