



Warm Connections Volunteer

- *Small Measures*

Job Purpose

You will be working within a new service funded by the Energy Redress Scheme to support people who would benefit from energy-saving measures to reduce their energy bills and keep their homes warm.

You will work closely with the Warm Connections Handyperson who will deliver and install the Small Measures - such as draught excluders, energy efficient light bulbs, thermal curtains etc - to all eligible participants' homes.

Your role will be to offer support to the Handyperson, providing practical assistance to install the energy-saving items.

Responsible to: Warm Connections Team

Duties and Responsibilities

- Accompany the Warm Connections Handyperson on home visits to eligible participants.
- Support the installation of small energy-saving measures such as draught excluders, radiator panels, thermal curtains, and energy-efficient light bulbs.
- Help carry equipment and materials to and from homes, ensuring safe handling and appropriate use.
- Offer a friendly, reassuring presence for clients during visits, promoting a positive experience.
- Respect and follow all safeguarding, health and safety, and confidentiality guidelines during visits.
- Provide feedback to the Warm Connections Team after visits, reporting any concerns or additional needs identified.



- Promote DIAL's wider services where appropriate and signpost individuals to further support when agreed by the team.
- Attend relevant training and team meetings as required to stay informed and supported in the role.

Skills and Attributes Needed

- A friendly, approachable, and respectful manner, with the ability to make people feel at ease in their own homes.
- Practical and willing to assist with hands-on tasks under supervision.
- Good communication skills and the ability to work well as part of a small team.
- A positive attitude towards helping others improve their well-being and home environment.
- Sensitivity to the needs of disabled people, older people, and those living in cold or energy-inefficient homes.
- Dependable and punctual, with a commitment to maintaining confidentiality and personal boundaries.
- A basic understanding of (or willingness to learn about) energy efficiency measures and their benefits.
- Willingness to travel locally within Barnsley and support people in their own homes.

Teamwork

- Work collaboratively with the Warm Connections Handyperson, providing reliable and respectful support during home visits.
- Communicate openly and effectively with team members to ensure each visit runs smoothly and safely.
- Be flexible and willing to step in and assist with a range of tasks as needed, always with a team-focused mindset.



- Support a positive team culture by treating colleagues and clients with kindness, dignity and respect.
- Share ideas, observations and feedback with the wider Warm Connections Team to help improve the service and identify ways to better meet people's needs.
- Take part in regular check-ins, training and meetings to stay connected and informed as part of the wider DIAL team.

Social Policy Work

To contribute to work on social issues, both locally and nationally by:

1. Participating in exercises undertaken by DIAL.
2. Identifying national and local social policy issues likely to affect clients and raising these with the Manager or at a staff meeting.
3. Identifying enquiries which have social policy implications for many clients, and raising these with the Manager or at a staff meeting.

Confidentiality and Impartiality

Volunteers will sign a confidentiality pledge.

Beyond the necessary sharing of information with colleagues to assist a client, you must maintain strict confidentiality over all personal information about clients and must get the client's consent before you disclose any information about them.

All client enquiries must be responded to on an impartial basis.

Hours and Conditions

The minimum availability required is 2 hours per week.

DIAL will reimburse travel expenses incurred by Volunteers travelling to and from the DIAL office or elsewhere on DIAL business.



As far as possible, Volunteers will be on the same terms and conditions as paid staff regarding discipline and grievance procedures, opportunities for personal development, responsibilities to DIAL for delivering a quality service etc.

Training

Volunteers will need to undertake DIAL's Induction training and orientation visits before starting the role.

Volunteers will need to undertake some additional DIAL training/ identified external training, as part of their Induction package. This will include Introduction to Energy Efficiency and Working Safely.

For Volunteers who are looking to extend their knowledge and are willing to undertake more training, there will be opportunities to undertake different volunteer roles supporting other projects within DIAL.