

## Energy Outreach Worker – Housing Relocation

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| <b>position number</b> | iChris                                                                                                                                                                 |
| <b>status</b>          | Full Time, Fixed term (FT)                                                                                                                                             |
| <b>network</b>         | Services                                                                                                                                                               |
| <b>agreement</b>       | Health and Allied Services, Managers and Administrative Workers<br>(Victorian Stand-Alone Community Health Services (Multi Employer)<br>Enterprise Agreement 2022-2026 |
| <b>classification</b>  | Grade 3                                                                                                                                                                |
| <b>reports to</b>      | Energy Outreach Team Leader                                                                                                                                            |

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| <b>about us</b>         | cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne's CBD, northern and western suburbs, and on the East Coast of Tasmania. Our work is guided by our Strategy 2025–2035, a bold pathway toward our vision of healthy communities, healthy people.                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>what we do</b>       | We partner with communities to improve health and wellbeing and address health and social inequality. Our aspiration is for healthier communities where everyone – regardless of background or geography – can access quality care and experience better health and social outcomes.                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>our organisation</b> | <p>cohealth is driven by a 10-year strategy shaped by over 900 coworkers, clients, community members, and partners. We aim to be the exemplar of place-based, integrated, person-centred care that empowers individuals and communities across Australia.</p> <p>To achieve this, we are focused on three strategic objectives:</p> <ul style="list-style-type: none"> <li>• Demonstrating the value of the cohealth model</li> <li>• Enhancing the sustainability and resilience of our organisation</li> <li>• Scaling our impact</li> </ul> <p>Our work is underpinned by five key enablers: people and culture, community connection, partnerships, ways of working, and infrastructure.</p> |
| <b>our people</b>       | People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

## diversity and inclusion

We want people of all ages, gender identities, sexualities, cultural backgrounds, and abilities to feel safe to bring their whole selves to cohealth. We are a Rainbow Tick Accredited organisation with over 20% of our staff from the LGBTQIA+ community. To find out more about us click [here](#)

## network overview

### Services Network

Our vision is for healthy communities and healthy people. We do this by providing care for individuals, community, and society, improving the health and wellbeing of the communities we serve, and addressing inequality in society.

We champion universal health care and human rights and strive for health and social equity. This is what we mean when we say care for all. Care for all is achieved when all people have access to the full range of health services they need, when and where they need them, and without financial hardship.

cohealth's services network delivers strong, people-centred primary and community health care that prioritises individuals and communities experiencing inequality. Our services focus not only on preventing and treating disease and illness, but also on helping to improve wellbeing and quality of life.

## position overview and purpose

The Energy Outreach Worker is responsible for delivering specialist energy affordability and advocacy support to residents relocating under the Victorian Government's Big Housing Build redevelopment program. Working within the Energy Assistance Program (EAP) and in partnership with the Housing Relocation Support team, the role provides coordinated, person-centred support to help residents successfully transition their energy services and establish sustainable energy use in their new homes.

The position works with residents experiencing barriers to accessing and navigating the energy market, including digital exclusion, language barriers, financial hardship and limited energy literacy. Through education, advocacy and capacity building, the Energy Outreach Worker supports residents to access the best offer, concessions and assistance programs while promoting long-term independence, energy affordability and informed decision-making.

## key accountabilities

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| <p><b>client engagement and support</b></p>  | <ul style="list-style-type: none"> <li>• Work collaboratively with the Housing Relocation Support team to receive referrals, coordinate support and deliver a seamless relocation experience for residents</li> <li>• Build trusted relationships with residents, providing personalised, one-on-one support and case management that is responsive to cultural, linguistic, digital literacy and other access barriers</li> <li>• Support residents throughout the relocation journey to confidently establish and manage their energy services, ensuring continuity of supply and affordable ongoing energy use</li> <li>• Identify financial hardship risks and provide practical strategies, advocacy and referrals to improve residents' long-term financial wellbeing</li> <li>• Assist residents to close existing energy accounts, establish new accounts and ensure all eligible concessions, rebates and subsidies are accessed</li> <li>• Support residents to identify the best offer and navigate the energy market, including Victorian Energy Compare (VEC), the Utility Relief Grant Scheme (URGS) and other available assistance programs</li> <li>• Build capacity of residents to understand energy bills, payment arrangements and complex energy information, enabling them to make informed decisions about their household energy use</li> <li>• Deliver tailored education and coaching to improve residents' understanding of embedded networks, retail energy providers and their rights and responsibilities as energy consumers</li> <li>• Promote energy-efficient practices and support residents to identify and access energy-efficient appliances and equipment that improve affordability and reduce household energy costs</li> <li>• Provide proactive follow-up after relocation to review energy bills, identify emerging concerns and implement solutions that support sustainable, long-term energy affordability</li> </ul> |
| <p><b>advocacy and system navigation</b></p> | <ul style="list-style-type: none"> <li>• Support residents to navigate complex energy systems, billing processes and digital platforms, ensuring they can access services confidently and effectively</li> <li>• Advocate on behalf of residents with energy retailers, embedded network operators and other service providers to resolve complex issues and achieve positive outcomes</li> <li>• Protect and promote residents' rights by ensuring equitable access to services, including the appropriate use of interpreters and culturally responsive communication</li> <li>• Build residents' knowledge, confidence and capacity to understand their rights within the energy market and progressively advocate for themselves where appropriate</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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|                                              | <ul style="list-style-type: none"> <li>• Identify systemic barriers experienced by residents and advocate for service improvements that enhance accessibility, fairness and customer outcomes</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>collaboration and program development</b> | <ul style="list-style-type: none"> <li>• Work collaboratively with the Housing Relocation Support team, Energy Assistance Program and external partners to deliver coordinated, person-centred support</li> <li>• Maintain accurate, timely and confidential client records in accordance with organisational policies and legislative requirements</li> <li>• Contribute to program reporting, evaluation and continuous improvement activities, including supporting data collection, performance monitoring and quality improvement initiatives</li> <li>• Share insights from frontline practice to inform service innovation, improve client outcomes and strengthen program delivery</li> </ul>                                                                                                                                               |
| <b>organisational responsibilities</b>       | <ul style="list-style-type: none"> <li>• Demonstrate cohealth's values by fostering a culture of collaboration, respect, continuous learning and high-quality service delivery</li> <li>• Respect and promote diversity, inclusion and cultural safety in all interactions with residents, colleagues and partner organisations</li> <li>• Participate constructively in supervision, professional development and feedback processes to support ongoing learning and service excellence</li> <li>• Contribute to quality improvement activities and comply with organisational policies, procedures and accreditation requirements</li> <li>• Maintain a safe working environment by complying with health, safety and wellbeing policies, identifying risks within outreach settings and taking appropriate action to minimise hazards</li> </ul> |

## key selection criteria

- Relevant qualification in Community Services, Social Work, Financial Counselling, Community Development, Human Services or a related discipline, or equivalent demonstrated experience
  - Demonstrated ability to build trusted relationships with older people and people from culturally and linguistically diverse communities, using a person-centred, and culturally safe approach
  - Demonstrated experience supporting people to navigate complex service systems and advocating on their behalf to achieve positive outcomes
  - Experience supporting people with varying levels of digital literacy to access online services and information, using a patient, empowering and practical approach
  - Demonstrated ability to identify financial hardship or other barriers affecting clients and work collaboratively to develop practical, sustainable solutions
  - Demonstrated ability to work collaboratively within a multidisciplinary team and develop productive relationships with external agencies and service providers
  - Strong belief and personal alignment in cohealth Values and Mission
- Desirable
- Knowledge of the Victorian energy market, including embedded networks, concessions, the Utility Relief Grant Scheme (URGS), Victorian Energy Compare (VEC) and other energy affordability initiatives
  - Speak a language other than English (preference for Arabic, Cantonese, Eritrean, Mandarin, Russian, Somali, Vietnamese)

## position requirements

- Relevant qualification in Community Services, Social Work, Financial Counselling, Community Development, Human Services or a related discipline, or equivalent demonstrated experience
- Working with Children's Check (WWCC)
- Nationally Coordinated Criminal History Check (NCCHC)
- Immunisation Category B vaccination to be produced upon request
- Victorian Driver's License as travel is required – vehicle provided

*cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.*

**document No:**

V1

**owner:**

Emit Taylor



everyone is welcome at cohealth

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| review date: | 1 July 2028 |
| approved by: |             |