



Visit Companion Volunteer

FEL is the Scottish environmental charity that's changing our world for the better, project by project.

We believe that powerful change can be simple to make, and we design the collaborative social and environmental projects that deliver it – helping everyone take small steps to make their lives better and the world a healthier, happier, more sustainable place.

Now we're looking for the best people to keep us striding in the right direction.

Overview

Within our FEL Energy team, we help individuals and communities take control of their energy use, save money, and reduce their carbon emissions. We are now looking for Visit Companion Volunteers to help us deliver our work.

Visit Companion Volunteers play a supportive and reassuring role for householders by accompanying our trained Energy Advisors during home energy visits. Many residents can feel anxious, uncertain, or overwhelmed when someone comes into their home to discuss energy, damp, or heating concerns. Having a friendly, calm volunteer present helps us to build trust with householders, create a more relaxed, welcoming atmosphere and ensure that every visit feels respectful, safe, and person-centred.

During a home visit, companions assist our Energy team staff by gathering simple information, helping to manage equipment and noting observations. Visit Companion Volunteers help visits run smoothly and often notice concerns, barriers, or support needs that householders may not express directly. By feeding this information back to our Energy Team, they help ensure residents receive the right follow-up support or specialist advice, strengthening the overall impact of our service.

This role is ideal for someone who enjoys meeting people, working as part of a team, and making a positive difference in their community through supporting others.

What You'll Do

As a Visit Companion Volunteer, you will:

- Accompany our trained Energy Advisors to properties during home and community energy visits, providing a supportive presence and helping householders feel comfortable
- Assist advisors on-site, for example by gathering simple household information, noting observations, or helping manage equipment
- Support residents during visits, offering reassurance, conversation, and helping make the experience welcoming and accessible



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- Act as an extra set of eyes and ears, ensuring safety, smooth running, and good communication during visits
- Provide feedback around any concerns or follow-up needs to the Energy Team

What You'll Bring

This role will suit someone who:

- Communicates clearly, kindly, and with confidence
- Is comfortable spending time in people's homes as part of a team
- Enjoys meeting new people and building rapport
- Is attentive, patient, and able to reassure householders
- Works well alongside others
- Is reliable and willing to support both home and community visits

Support & Training

Volunteers receive:

- Guidance on effective communication with householders
- The opportunity to shadow visits to gain confidence
- Introductory training on the home visit process, safety, and boundaries
- Ongoing support from the Energy Team
- Introductory and bespoke 'Stay Warm, Stay Well' training through Energy Action Scotland, covering:
 - Introduction to EAS and the 'Stay Warm Stay Well' training
 - Fuel poverty causes and effects
 - Cold damp homes and health impacts
 - Condensation dampness
 - Energy efficiency
 - Heat loss in the home
 - Paying for fuel and fuel debt issues
 - Sourcing help and effective signposting
 - Tariffs and switching

Time Commitment



This is a flexible voluntary role that can be suited to fit your schedule and availability. Most visits are scheduled during daytime hours, with occasional weekend or evening events. Volunteers typically contribute 2–4 hours per month, but more is welcome.

We're happy to work with you to shape this role around your interests and availability.

Impact of This Role

By supporting home visits, you will help to:

- Improve comfort and trust for residents during home energy visits.
- Ensure householders feel heard and supported, especially those who may be anxious or vulnerable.
- Strengthen communication between residents and Energy Advisors.
- Enable advisors to focus on technical assessments by providing an extra supportive presence.
- Enhance the overall quality and effectiveness of home visit outcomes across the community.

Skills You Will Gain

As a Visit Companion Volunteer, you will develop a strong set of people-focused and organisational skills, including:

- **Supportive Communication & Active Listening:**
Build confidence in engaging warmly with householders, offering reassurance, and helping people feel heard and supported during visits.
- **Community Engagement & Relationship Building:**
Develop skills in working with a diverse range of residents, fostering trust, understanding different needs, and creating positive interactions.
- **Observation & Situational Awareness:**
Learn how to spot concerns, identify follow-up needs, notice safety issues, and support advisors by being an attentive, reliable presence.
- **Teamwork in Real World Settings:**
Strengthen your ability to collaborate with trained advisors, follow guidance, assist smoothly during visits, and ensure clear communication.
- **Understanding of Home and Community Energy Visits & Resident Support:**



Gain knowledge of the visit processes, household and community energy issues, and how advisors support people, helping you better understand fuel poverty, energy efficiency, and household and community challenges.

- **Energy awareness and carbon literacy:**
Understanding home energy efficiency and practical ways to reduce energy use.

Sound like you?

If this sounds like you – and you like the sound of us – then please apply: email us a covering letter explaining why you'd like to volunteer for us and what you can bring to the role (500 words max) at the following address to energy@felscotland.org.

If you need more information, any support in making your application or would just like to chat to us about the role and how your skills and experience might fit, please get in touch: just email energy@felscotland.org to arrange a time to talk

We look forward to hearing from you and working together to help people, their communities and our planet thrive.