

CAP Debt Centre Manager

Tackling UK poverty through the Church



Welcome

Thank you so much for considering joining us as a CAP Debt Centre Manager. This is your opportunity to be part of a rapidly growing movement of people who are working together to tackle one of the biggest social problems facing us today. We're so excited for you to join the family!

Who are we?

We're on a mission to set people in our nation free from a life sentence of debt, poverty and their causes. Our 618 services, including Debt Centres, Job Clubs, Fresh Start and Life Skills groups, are all run in partnership with local churches, meaning we can offer our clients not only expert practical support, but companionship, hope and a chance to hear the gospel too.

CAP Debt Centres

All CAP's services are run in partnership with local churches to engage and support people in their communities. CAP Debt Centres provide practical and holistic support for people struggling with debt, as well as offering them the opportunity to hear the gospel.

Role

Your role as a CAP Debt Centre Manager will be to set up and manage the running of the Debt Centre in partnership with CAP and your church. You will support clients on their journey to becoming debt free through home visits and ongoing support. All of this must be done in a way that positively reflects the Christian faith and the core values of the charity.

The minimum time commitment is 16 hours per week, comprising four sessions of four consecutive hours, with at least two sessions being within normal working hours of 9am to 5pm, Monday to Friday.

Because this role can involve working with vulnerable people, you'll need to have a Disclosure and Barring Service (DBS) check. If you're working in England, Wales or Northern Ireland this should be an Enhanced Disclosure. For staff based in Scotland, it should be a Basic Disclosure. Your church will need to apply for and fund this.

We ask you to commit to a minimum of two years in this role due to the level of specialised training required and the time it takes to complete.

Please note, as part of this role, we ask that you have access to the internet and an active email address.

Accountabilities

- To positively promote the Christian faith in line with the objectives of the charity
- To take part in all initial and ongoing training to offer the best service possible
- To publicise the CAP Debt Centre in a way that makes it available to the widest possible section of society – this will also involve developing links with relevant referral agencies
- To promote the work within your church, encouraging volunteers to become involved in the many aspects of the work (Support team, Prayer team, financial support etc)
- To visit clients in their homes and to explain the CAP service in a way that is understood and encourages clients to agree to work with CAP (mobility is essential to enable home visits, so having a car and full license is a requirement in most cases)
- To go above and beyond in supporting our clients. This may include accompanying clients to court for issues relating to their debt situation, accompanying on medical appointments or helping with shopping
- To be part of a team that delivers the debt advice to the client – this will involve a Fact Find of their current financial situation, communication of the prepared budget and financial plan, and encouragement to stick to the plan
- To accompany clients to court to provide support as they secure affordable repayments and other legal agreements
- To manage all elements of the Debt Centre including volunteers, caseload and all central operational tasks, such as monthly reports, reviews etc
- To promote the work of CAP to friends, family and contacts to increase support and awareness of the charity – this includes encouraging support through the CAP Life Changer programme

Person

This bit's just the facts and formalities – excuse us for going all official on you! It's basically a breakdown of what you'll need to ace this role.

Experience

Essential

- Evidence of passion for the poor and evangelism, and outworking of this

Desirable

- Experience of successfully leading or motivating a team of volunteers
- Administration experience
- Experience of working with poor and needy people in vulnerable sections of society

Skills / Abilities

We know this is quite a list, but if you can tick off a few you're off to a strong start!

- Comfortable working with numbers, and able to effectively work with and understand a household budget
- The ability and desire to explain the gospel in a clear, relevant and natural way
- Ability to motivate and inspire people to sign up for our service
- Excellent verbal and written communication skills
- Ability to head up PR and publicity for the centre and to persuade third parties to refer clients
- Ability to remain emotionally strong through stressful situations
- Logical, articulate approach to work
- Excellent time and task management
- Good administration skills
- Good IT skills – confident using Microsoft Word and the internet
- Sincere acceptance and understanding of the Christian purpose of the charity



At our core, we're:

- Passionate and compassionate: We do what we do because we care deeply about seeing people released from debt, poverty and their causes
- Excellent and generous: We go above and beyond for our clients
- Courageous: Who wants to settle for the same old when we can push for bigger and better?
- Fun and united: We're one big CAP family!
- Christ-centred: We know none of this would be possible without Jesus

Christian commitment

- Must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values
- Must be able to actively take part in prayer and worship, whether individual, in a small group or corporately, as an expression of own personal faith and in line with CAP's Statement of Faith

Please note, this document is valid for six months from 01/11/2019. For the most up to date version, refer to our website: capuk.org/partner