

Job Profile: CAP Debt Centre Manager

Context:

Christians Against Poverty runs a network of debt centres throughout the UK, each one in partnership with a local church. Each of these centres is run by a Centre Manager who is responsible for the successful operation of that centre, running from their church.

Purpose:

The purpose of the Centre Manager will be to set up the debt centre and run it effectively to achieve the aims of the charity in their particular locality. This will include communicating CAP's debt advice to people taken on by the centre as CAP clients. All of this must be done in such a way as it positively reflects the Christian faith and the core values of the charity.

Passion:

We are passionate about reaching those in need in our local communities with CAP's debt counselling service and giving clients the opportunity to hear and respond to the love of Jesus.

Personality:

We are evangelists who enable our churches to reach those in their community with the love of Jesus and CAP's high quality debt counseling service.

Role

Minimum Time Commitment:

Sixteen hours per week, comprising of four sessions of four consecutive hours, wherever possible. At least two sessions need to be within normal working hours of 9am – 5pm, Monday to Friday.

Accountabilities:

- To positively promote the Christian faith in line with the objectives of the charity.
- To be trained and become proficient in understanding and communicating CAP's debt advice, so as to be part of a team offering a high quality debt counselling service. This will involve a fact find of clients' current financial situation, communication of the prepared budget and financial plan to clients and working with clients to encourage them to follow and work with the debt management plan.
- To publicise the CAP service in such a way that it is made available to the widest possible section of society. This will also involve developing links with relevant referral agencies.
- To promote the work within the local church encouraging volunteers to become involved in the many aspects of the work (CAP Support Team, Prayer Team, financial support etc.).
- To visit clients in their own homes and to explain the CAP service in a way that encourages clients to agree to work with CAP.
- To accompany clients to court in order to provide support as they secure affordable

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repayments and other legal agreements, as and when it may be arise.

- To promote the work of CAP to friends, families and contacts to increase support and awareness of the charity. This includes encouraging support through the CAP Life Changer programme.
- To manage all elements of the CAP Debt Centre including Debt Coaches, local volunteers, caseload and all central operational tasks, such as monthly reports, reviews etc.

Other:

- Must attend initial training (first stage 2 days, second stage 3 days) and refresher training (one day) at Head Office.
- Must attend national and regional conferences and 'Revive' days every year
- Comfortable in a charismatic Christian environment.
- Flexibility to work occasional evenings and part of the weekend as the need arises.
- Must complete an application for an Enhanced DBS disclosure (formerly CRB).
- This role is subject to you being appointed as our Agent by the Policy and Compliance Department. This is subject to you meeting the Policy and Compliance Department's criteria for this post.

Measurable Outputs, as agreed in the Annual Plan:

- Achieve target number of clients approaching CAP for help
- Achieve target evangelistic activity e.g. client events
- Achieve target discipleship activity e.g. clients attending discipleship courses
- Achieve target number of clients working well with CAP and paying into their CAP account
- Achieve target number of clients attending Client Events and Discovery Breaks.

Other responsibilities include:

- To encourage friends, family and other contacts to support the charity through the Life Changer programme, and other fundraising initiatives.

The above job description is a guide to the work that may be required but does not form part of a contract of employment and may change from time to time to reflect changing circumstances.

Person:

Education:

- GCSE Maths and English (Grade C or above), or equivalent, desirable

Experience:

- Recent experience of reaching out to individuals and sharing the Christian faith with them in such a way that people have chosen to follow the Christian faith.

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- Experience of getting alongside new Christians to disciple them.
- Experience of working with poor and disadvantaged people in vulnerable sections of society.
- Experience of leadership and managing a team (preferably experience of managing volunteers).
- Experience of pioneering and launching at least one project (preferably in a church or community setting).
- Experience of communicating in large group, small group and one-to-one settings.
- Experience of working both on their own and as part of a team.
- Administration experience.

Skills / Abilities:

- Ability to explain the Christian faith in a relevant and natural way, so that people are inspired to follow the Christian faith.
- Ability to motivate and inspire people to sign up for the CAP service
- Excellent written and verbal communication skills
- Ability to lead 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.
- Comfortable working with, and an ability to explain, numbers.
- Mobility is essential (to enable home visits), and so having a car and a full license would be a requirement in most cases.

Christian Commitment:

- The candidate 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 participate in prayer and worship, whether individual, small group or corporately, as an expression of own personal faith and in line with CAP's Statement of Faith.
- Strong faith and personal relationship with Jesus is essential in order to communicate the Christian gospel with clients.
- They must be a committed member of one of the partner churches where the debt centre is based, throughout their tenure with CAP.