

Detailed Role Description

The CAP Debt Centre Manager will manage the running of the Debt Centre in partnership with CAP, St Andrew's Church (the lead church) and other churches in Darlington who wish to be involved. 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.

Accountabilities

- To be a person of mature Christian faith and to be able to articulate this where appropriate with clients in line with the objectives of the charity
- To inspire and lead others to pray for the work of the centre
- 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 the churches across Darlington, 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 licence 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, families and contacts to increase support and awareness of the charity – this includes encouraging support through the CAP Life Changer programme

The Person

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

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