

## The CAP Debt Coach Role

### Debt Centre – CAP does the debt counselling

#### Role Specification

This job description outlines the key accountabilities of, and output required from, the post holder. It is not a definitive list and the role may well change over time.

#### Reports to:

Centre Manager in local centre

#### Staff responsible for:

None

#### Recommended salary:

This can be a paid or voluntary position. Please refer to the Centre Budget document for recommended salary.

#### Context of the job

Christians Against Poverty runs a network of debt counselling community outreach 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 work in that particular centre, and the Debt Coach will work alongside them to help deliver that service.

#### Main purpose of the job:

The purpose of the Debt Coach is to help provide good quality debt advice to people taken on by the centre as CAP clients, and to do this in such a way as it positively reflects the Christian faith and the core values of the charity.

#### Minimum Time Commitment:

Eight hours per week, comprised of two sessions of four consecutive hours, with at least one session being within normal working hours of 9am – 5pm, Monday to Friday.

#### Key accountabilities

- To positively promote the Christian faith in line with the objectives of the charity.
- To become trained and proficient in the services CAP offers so as to be part of a team offering a high quality debt counselling service.
- 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. Mobility is essential (to enable home visits), and so having a car and a full licence would be a requirement in most cases.
- To be part of a team that presents the debt advice to the client. 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 stick to the plan.
- To accompany clients to court in order to provide support as they secure affordable repayments and other legal agreements.
- They may be required to help the Centre Manager publicise the CAP service in such a way that it is made available to the widest possible section of society. This will involve developing links with relevant referral agencies.

### Option 1 Debt Coach Job Description

- To help promote the work within the local church, encouraging volunteers to become involved in the many aspects of the work (Support Team, Prayer Team, financial support, 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.
- As part of the team, to fulfil all the required elements of the CAP Centre including local volunteers, caseload and all central operational tasks, such as monthly reports, etc.

### Measurable outputs:

- Number of clients approaching CAP for help
- Number of clients saved and disciplined at local church
- Number of clients encouraged to work with CAP and paying into their CAP account
- Number of supporters recruited

## Personal Specification

### Knowledge:

Comfortable working with numbers.

### Experience:

- Recent experience of reaching out to individuals and sharing the Christian faith with them in such a way that people have then chosen to follow the Christian faith.
- Experience of getting alongside new Christians to disciple them.
- Experience of working with poor and needy people in vulnerable sections of society.
- 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

- To be an evangelist through and through.
- Ability to explain the Christian faith in a relevant way, so that people are inspired to follow the Christian faith.
- Ability to motivate and inspire people to sign up for our service.
- Excellent written and verbal communication skills.
- 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.

### 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.
- Strong faith and relationship with Jesus is essential as they will be the face-to-face contact with the public, communicating the Christian purpose of the charity with clients.

### Option 1 Debt Coach Job Description

- They must be a committed member of the partner church where the centre is based.

### Life Changers & prayer

- This role, as with all roles at CAP, requires that the individual is willing to ask friends and family to support the work of the charity through our Life Changer regular giving programme. Generating Life Changers is an ongoing part of this role within the organisation.
- CAP sees prayer as a vital part of the work we do, seeking God's help in many varied situations. The individual must be able to actively participate in such activities as an expression of their own personal faith and in line with CAP's Statement of Faith.

### Other

- Must attend initial training (three days) and refresher (one day) training at Head Office.
- Encouraged to attend national conferences (three days summer and two days winter – both residential) and regional training days (known as revive days). Must attend at least one conference or Revive Day per year.
- Comfortable in a charismatic Christian environment.
- Flexibility to work occasional evenings.
- Must complete an application for an Enhanced DBS Disclosure (Formerly CRB).
- This role is subject to being accepted by CAP's Group Credit Licence requirements.

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.