**Erith and Thamesmead Debt Centre**

**Centre Manager Job Description – The CAP Centre Manager Role**

Key accountabilities of the post: This is not a definitive list and the role may change and evolve over time.

**Reports to:**

CAP Centre Development Manager or Area Manager.

Line Manager: TBA

**Salary:**

The post is voluntary at present and so carries no remuneration. This situation will be kept under review.

**Context and Purpose of the job:**

Christians Against Poverty (CAP) has a network of debt counselling centres throughout the UK, run in partnership with local churches. Each has a Centre Manager responsible for the work.

**Minimum Time Commitment:**

16 hours per week over two and half days between 9am – 5pm Monday to Friday. Hours may be worked flexibly but should include core time for pre-arranged clients visits and supervision

**Key accountabilities:**

* To positively promote the Christian Faith in line with the objectives of the charity.
* To be trained and proficient in the services CAP offers.
* To publicise the CAP service to the widest possible section of society, developing links with relevant referral agencies and providing a service working in harmony with all relevant agencies.
* To promote the work of CAP within local churches and with friends, families and contacts, encouraging volunteers to become involved in the many aspects of the work (Support Team, Prayer Team, financial support, etc)
* To promote and develop the centre effectively to achieve the aims of the charity in their particular locality, and do this in such away as it positively reflects the Christian faith and the core values of the charity.
* To visit clients in their own homes and to explain the CAP service in way that encourages clients to agree to work with CAP. Access to transport is essential to enable home visits.
* To be part of the team that delivers 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 for clients as they secure affordable repayments and other legal agreements.
* To manage all elements of the CAP Centre, including volunteers (other Debt Coaches, befrienders and Prayer Team), caseload and all central operational tasks, monthly reports and reviews.
* To report measurable outputs as required to CAP and the Trustees (e.g. numbers of clients helped, number of clients becoming Christians)

**Person Specification:**

**Knowledge, Experience and Skills:**

* Logical, articulate approach to work and excellent time and task management.
* Confidence with numeracy, literacy and IT skills (e.g. Office and the Internet).
* Knowledge of local social support agencies including local church networks
* Experience of getting alongside new Christians to disciple them.
* Experience of working with poor and needy people in vulnerable sections of society.
* Experience of leadership and managing teams (preferably experience of managing volunteers).
* Experience of communicating in large group, small group and one-to-one settings.
* Experience of working both on their own and as part of team.
* Be prepared to show God's love and 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.
* Ability to head up promotion and publicity for the centre, and to persuade third parties to refer clients.
* Ability to remain emotionally strong through stressful situations.

**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. They must be a committed Christian, and preferably a member of a church in the area 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 with 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 requirements – the Debt Centre Manager:**

* Must attend initial training (four days) and refresher (one day) training at Head Office
* Must attend National Conferences (three days summer and two days winter-both residential) and Regional Revive Days every year.
* Must be comfortable in a charismatic Christian environment.
* Must be flexible in their working hours so that they can 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.

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