

CAP Debt Centre Manager - Job Description



Lighthouse Community Projects

Lighthouse Community Projects (LCP) exists to strengthen community relationships and provide facilities with the object of promoting citizenship and reducing isolation.

We seek to provide opportunities for individuals and groups to improve their conditions of life and develop skills and capabilities to enable them to participate in society as mature and responsible individuals. We aim to provide guidance, coaching and mentoring opportunities including in matters relating to life-management issues, life skills, employability and confidence building.

The post has an occupational requirement for the post holder to be a Christian and ideally to be/become a worshipping member of Lighthouse Church family as the Debt Centre operates within the vision and value of the church's wider commitment to the local community. At this point however, we would still accept applications from outwith the Lighthouse Church family.

Job Description

Job Title:	CAP Debt Centre Manager
Location:	Lighthouse Hub, Prestonpans
Responsible to:	Senior Leaders
Hours of work:	Part-time, 2 days per week (15 hours)
Salary:	£24,000 FTE
<p>Role:</p> <p>Christians Against Poverty (CAP) run a network of debt centres throughout the UK. Each of these centres is run by a Centre Manager who is responsible for the successful operation of that centre. CAP Debt Centres provide practical and holistic support for people struggling with debt, as well as offering them the opportunity to hear the Gospel.</p> <p>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 Lighthouse. 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.</p> <p>At Lighthouse we are passionate about reaching those in need in our local communities, and we want to see the Debt Centre at Lighthouse integrate within the vision and values of the church, as we provide a service across East Lothian. We are looking for a motivated, enthusiastic and hard-working individual to grow our centre and build a team of volunteers.</p> <p>This role is supported by grant funding and will be a fixed 2-year contract.</p>	

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, families and contacts to increase support and awareness of the charity – this includes encouraging support through the CAP Life Changer programme

Other:

- Must attend initial CAP training (online).
- Must attend national and regional conferences and ‘Revive’ days every year
- Flexibility to work occasional evenings and weekends as the need arises.
- Must complete an application for a Scottish Disclosure (DBS) check.
- This role is subject to you being appointed as our Agent by the Policy and Compliance Department at CAP. This is subject to you meeting the Policy and Compliance Department’s criteria for this post.

Person**Education:**

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

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:

- 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

Note: This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The jobholder will be expected to participate in this process and we would aim to reach agreement on any changes. The job-holder may be asked to perform such tasks out with this job description as are reasonably requested by the Employer and which are within their capability.

Prepared by:

Name:		Signature:	
Date:		Title:	