



Job Profile: CAP Debt Centre Manager at Westminster Chapel

Context:

Westminster Chapel (WC) seeks to bring the Kingdom of God to the heart of the nation. We are part of the Commission sphere of churches, which aims to see Thousands of lives transformed, through hundreds of churches in tens of nations. Within that, we want to become a church that sees hundreds of lives transformed, and tens of congregations started.

Christians Against Poverty (CAP) are passionate about reaching those in need in local communities through a debt counselling service and giving clients the opportunity to hear and respond to the love of Jesus. CAP runs a network of debt centres (DC) throughout the UK, each one in partnership with a local church.

Each of these centres is run by a Centre Manager (CM) who is responsible for the successful operation of that centre, running from their church.

Role Summary:

The CAP CM at WC will oversee the running of our DC: this involves overseeing all external and internal processes relating to the DC and its volunteers. It 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, the core values of WC, and the core values of CAP.

Lines of Authority:

Under the Lord, the CM will report to Rebecca Tan, Operations Manager at Westminster Chapel for their day-to-day work. The CM also has accountability to Sally Utting, Area Group Services Manager for London.

Key Objectives:

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

Other:

- 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.
- 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 CAP's 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 CAP's 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.

Person Specification:

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.

Relevant Skills and Experience:

Essential:

- Experience of getting alongside new Christians to disciple them.
- 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.
- 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 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).

Desirable:

- 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).
- Ability to lead PR and publicity for the centre and to persuade third parties to refer clients.
- GCSE Maths and English (Grade C or above), or equivalent.
- 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.



Christian Commitment:

- The candidate must be able to give both verbal assent to, and practical demonstration of, WC and CAP'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.
- You must be a committed member of WC, throughout your tenure with CAP.

Hours:

2.5 days (20 hrs pw) per week, flexi-time 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.

May be combined with another part-time position at WC, should an appropriate vacancy arise, in which case, this would comprise half a full-time position (40 hrs pw).

Other Commitments:

Attend weekly staff prayer meetings (Monday 9.30-10.30am) and fortnightly staff team meetings (Tuesday 9.30-10.30am).

Attend 8 monthly Church Prayer Meetings per year and termly Church Family Meetings.

Attend WC on Sunday mornings: you may miss up to 6 Sunday services per year (not inclusive of when you are away on CAP business).

Salary:

£19,000 - £26,000 pro rata, dependent upon experience, to be reviewed after the first year.

Start Date:

May 2018 or earlier/later by agreement.

To Apply

Download and fill in our [application form](http://www.westminsterchapel.org.uk/application) (www.westminsterchapel.org.uk/application), emailing it to becci@westminsterchapel.org.uk by Thursday, 15th March 2018.