

## Debt Centre Coach Role Description

### Role

Your role as a CAP Debt Centre Coach will be to support the Debt Centre Manager in the set up and running of the debt centre. 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.

The minimum time commitment is 8 hours per week, comprising two sessions of four consecutive hours, with at least one session being within normal working hours of 9am to 5pm, Monday to Friday.

Because this role may involve working with vulnerable people, you'll need to complete a Disclosure and Barring Service (DBS) check. If you're working in England, Wales or Northern Ireland this should be an Enhanced Disclosure with an Adult Barred List check. This check is required as you may occasionally be carrying out regulated activity. For staff based in Scotland, it should be a Basic Disclosure. Your church will need to apply for and fund this.

We ask you to commit to a minimum of two years in this role due to the level of specialised training required and the time it takes to complete.

### 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 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
- May be required to help with publicising the CAP service in a way that makes it available to the widest possible section of society – this will involve developing links with relevant referral agencies so as to provide a service working in harmony with all relevant agencies
- To promote the work of CAP in your church
- 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