

## Centre Manager (Sole/Lead Debt Coach)

The role 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 and evolve over time.

### Reports to: Regional Manager

A church representative will also be designated as your line manager if employed by the church.

### Staff responsible for:

Other debt Coaches in the centre where relevant. Support team and Prayer team. This can be a paid or volunteer position. Please refer to the centre budget document for recommended salary.

### Context of the role:

Christians Against Poverty (CAP) runs a network of debt counselling community outreach centres throughout Australia, 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/church.

### Main Purpose of the role:

The purpose of the Centre Manager is to represent CAP in providing a debt management solution 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:

Sixteen hours per week, comprising of four sessions of four consecutive hours. At least two sessions need to be 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 the team offering a high quality debt counselling service
- 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 (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. Mobility is essential (to enable home visits), and so having a car and a full driving 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 gathering information on a client's current financial situation, communication of the advice and budget prepared by head office staff to the client, 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

## Centre Manager Role Description

- To promote the work of CAP to friends, family and contacts to increase support and awareness of the charity. This includes encouraging financial support through the CAP Life Changer programme

## Measurable Outputs

- Number of clients approaching CAP for help
- Number of clients encouraged to work with CAP and paying into their CAP account
- Number of clients saved and disciplined into church
- 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 vulnerable people
- Experience of leadership and managing a team (preferably experience of managing volunteers)
- Experience of pioneering and launching at least one project (preferably in a church or community setting). NB: This might be less relevant if becoming a CM in an existing Centre
- Experience of communicating in a large group, small group and one to one setting
- Experience of working both on your own and as part of a team
- Administration experience

### Skills/Abilities

- Ability to explain the Christian faith in a relevant and natural way
- Ability to motivate and inspire people to sign up to the CAP service
- Good verbal and written communication skills
- Ability to remain emotionally strong through stressful situations
- Logical articulate approach to work, with good attention to detail
- Evidence of passion for people in need
- Excellent time and task management
- Good IT skills- confident using Microsoft Word and the Intranet

### Christian Commitment

- The applicant 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 member of the partner church where the centre is based



## Centre Manager Role Description

### 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.
- CAP sees prayer as a vital part of the work we do. 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

- Comfortable in a charismatic Christian environment
- Must attend initial training (four days) at Head Office in Newcastle
- Available to attend National Conference (3 days); held in the first quarter of each year
- Must complete a police check application and there be no noteworthy convictions recorded

The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect our growth as an organisation and changing circumstances.