Christians Against Poverty Debt Coach

Job Specification

22.5 hours/week (3 days)

Contracted initially until June 2027 (& beyond subject to funding)

Salary £27,900 pro rata (£13.63 / hour)

**Context of the job:**

HOPE Coventry provide debt and budgeting support using the Christians Against Poverty (CAP) model.

CAP’s mission is to provide free, confidential and impartial debt advice to help people regain control of their finances and improve their overall well-being. They work with a network of local centres across the country, offering personalised support to those in need.

We are seeking a compassionate and dedicated CAP Debt Coach to join our team. You will work with families across Coventry to support them in managing debt, in budgeting advice and in bringing the love of Jesus into lives often affected by more than just debt. The successful applicant will work alongside the current Debt Centre Manager and Debt Coach. You will play a crucial role in empowering clients to achieve financial stability and independence.

The following outlines the key accountabilities of, and output required from, the post holder. It is not a definitive list and the role may change and evolve over time.

**Main purpose of the job:**

To work as part of the team delivering an effective and caring community-based, face-to-face, debt & budgeting advice service. We do this in such a way as it positively reflects the Christian faith.

We are currently developing our debt advice project, and we hope that with the right candidate in place, there will be opportunities to develop and grow this role, alongside a trial that CAP are starting in Coventry.

This is an exciting opportunity for a passionate and experienced candidate to bring initiative, drive and enthusiasm to help us to develop this project.

**Working hours:** 3 days per week (at 7.5 hours/day, excluding breaks), the timing of which can be either flexible or fixed times each week. The majority must be between 9am & 5pm Monday to Friday.

**Reports to:** Ian Burton, Coventry Debt Centre Manager

**Staff responsible for:** None

**Key responsibilities:**

* To provide a warm and welcoming atmosphere to clients from varying backgrounds and engage and build rapport with them.
* To work with clients to make a thorough analysis of their financial problems and concerns and help clients to create a budget plan, to which they feel able to commit.
* To signpost or refer clients to any other sources of help or support, for example job clubs, addiction services and refugee advice.
* To support clients as they work through the agreed debt solution plan, as advised by the CAP Head Office, and help them to respond to correspondence/calls concerning the plan.
* To provide clients with the information and tools to enable them to make sound financial decisions in the future.
* To keep accurate and up to date case records, including records of each client meeting using an online client management system, and updating online volunteer records.
* To be a contributing part of HOPE Coventry as a whole charity, willing to uphold the ethos and values of the organisation and to positively promote the Christian faith in line with charity objectives.
* To help promote the work within churches across Coventry, encouraging volunteers to become involved in the many aspects of the work (Befrienders, Prayer Team, financial support, etc.).
* To recruit, train, manage and work effectively with volunteers, based on an understanding of volunteer motivation.
* To help the Debt Centre Manager publicise the service in such a way that it is available to the widest possible section of society. This will involve developing links with relevant referral agencies.
* To be involved in the Drop-In centres we run, alongside Coventry Foodbank and local churches, where we are available to talk through issues of debt management and point people to further support where required.
* To operate within the code of practice, policies and procedures of the service.
* To undertake appropriate training.

**Person Specification**

**Skills/Abilities and Experience**

* Ability to explain the Christian faith in a relevant and authentic way, so that people are inspired to follow Jesus.
* Good verbal and written communication skills.
* Ability to stay objective when dealing with clients in a difficult situation.
* Good administrative skills.
* A high degree of self-motivation, initiative, drive and enthusiasm, with a commitment to continue to develop a joined up approach.
* A logical but flexible approach to work, including ability to organise and prioritise workload, meet deadlines & oversee the development of effective systems to ensure smooth running of the service. This means working occasional evenings & Sunday mornings to publicise and support the project, although the vast majority of work can be completed during agreed flexible weekday routines.
* Experience of working with vulnerable people or those with complex needs (desirable).
* Experience of working independently and as part of a team.
* Be empathetic, non-judgmental and a good listener. Able to relate to a wide range of people.
* Be honest and act with integrity.
* A reasonable level of numeracy and literacy.
* Understand the importance of confidentiality and of working within policies and procedures.
* Ability to motivate, recruit and work effectively with volunteers
* Sound knowledge of IT, including Word, Excel, internet use and email. Ability to pick up new IT skills quickly, including database use.

**Christian Commitment:**

* The candidate must be able to give both verbal assent to and practical demonstration of HOPE Coventry’s [Statement of Faith](https://drive.google.com/file/d/1PY2conCakHR9ceAWICV_DC6AfYDu85bX/view?usp=sharing) and [Core Values](https://hopecoventry.org.uk/vision-values/).
* Strong faith and relationship with Jesus is essential, as you will be the face-to-face contact with the public, communicating the Christian purpose of the charity and project with clients.
* A committed member of a Christian church, actively committed to church unity across the city.

**Other:**

* Encouraged to attend regional conferences in person and local prayer meetings on Zoom.
* Must undergo Enhanced DBS check and undertake safeguarding training
* Must own or have access to a vehicle and have the appropriate driving license.

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.

**Terms:**

1. Part time employees will have holiday entitlement pro rata to 33 days’ FTE/247.5 hours, including statutory Bank Holidays.
2. The role is subject to satisfactorily completing a probationary period of 2 months.

*HOPE Coventry’s Debt project operates as part of a faith community. We pray together as a staff team, and share prayer and worship moments throughout our working week. Our culture and ethos is Christian and we seek to ensure everyone that joins us will truly thrive in our environment, able to contribute to our community of shared faith. This role, therefore, has a Genuine Occupational Requirement to ensure our objective of advancing the Christian faith.*

*HOPE Coventry is a charity founded in 2014 by church leaders “to enable churches together to transform the city with the love and power of Jesus Christ.” We do this through supporting projects that serve our city, which have included Good Neighbours Coventry, Christians Against Poverty, Coventry Winter Night Shelter, HOPE@MotoFest, Healing on the Streets and Coventry House of Prayer. HOPE Coventry is committed to safeguarding & safer recruitment. HOPE Coventry welcomes diversity, equality & inclusion. Everyone we come into contact with is treated with the same respect and love that Jesus showed people.*