



WGNC Christians Against Poverty (CAP)
Debt Centre Manager and Community
Outreach Worker

The main purpose of this post is to undertake the role of Christians Against Poverty (CAP) Debt Centre Manager. The postholder will set up and manage the running of the debt centre in partnership with CAP and West Glasgow New Church (WGNC). The postholder 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 CAP charity. A secondary element of this role will be to co-ordinate other community outreach activities based at WGNC's premises in Whiteinch, Glasgow many of which may stem from CAP-related work.

The successful candidate will:

- be a committed and practising Christian with a vibrant and consistent faith in Jesus Christ and a desire to share this with others;
- have a passion to support those who struggle with debt and those who are on the margins of society;
- have experience of leadership and teamwork in a Christian context;
- be financially numerate, with reasonable expertise in IT and an understanding of safeguarding regulations;
- hold a full driving licence.

This is a part-time post (21 hours per week). Salary will be between £12-£14.4k (pro rata from £20-£24k per annum) dependent on skills and experience.

Applications should be in the form of a c.v. and a covering letter which explains how the candidate fits the job description. The closing date for applications is Friday 11th September 2020.

Applications and enquiries should be sent by e-mail (preferable) to:

adrian.bowman@icloud.com.

or by post to:

Adrian Bowman
c/o The Summerfield Centre
21 Smith Street
Glasgow G14 0RX

Information on WGNC is available at

www.wgnc.org.uk

Information on CAP is available at

capuk.org

Job Description

Job Purpose

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A secondary element of this role will be to co-ordinate other community outreach activities based at WGNC's premises in Whiteinch, Glasgow many of which may stem from CAP-related work.

The post will be line-managed by a member of the West Glasgow New Church Leadership Team. The postholder will be required to assist with other duties as they arise and which are deemed reasonable to their role and pay. The postholder will also liaise with the CAP Area Manager.

About West Glasgow New Church

West Glasgow New Church (WGNC) is an independent evangelical church which meets in Cleveden School in the West End of Glasgow. The church has been in existence for 30 years and currently has about 150 members ranging in age from 0 to 98 years. The church has no formal or employed pastor or cleric; instead the membership of the church have 'recognised' 6 members as leaders. This 'Leadership Team' take responsibility for all aspects of the spiritual wellbeing and development of the church community.

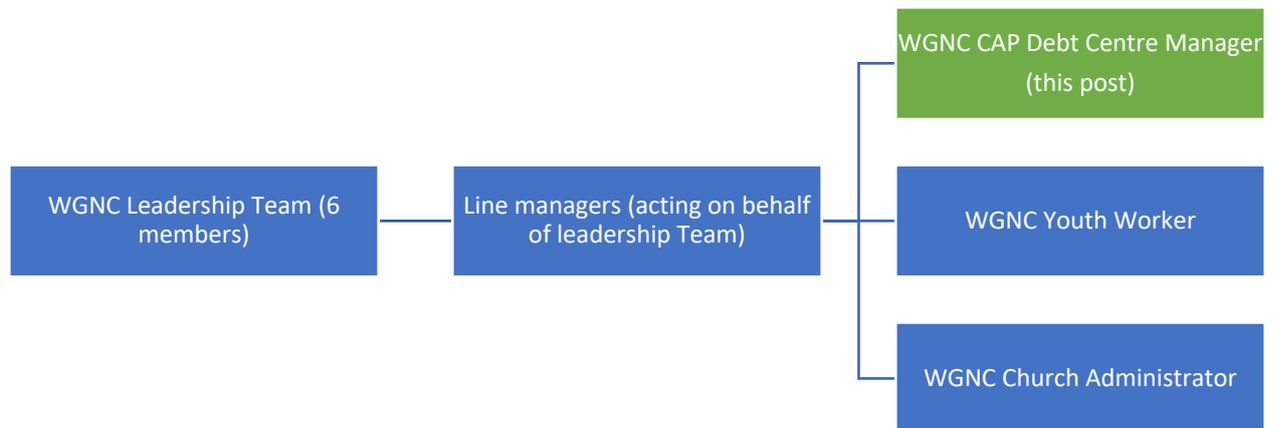
On the church website, the following vision statement is published.

A passionate and joyful commitment to:

- *Knowing Jesus and making him known*
- *Being a loving and supportive church community*
- *Transforming the places we live and work for good*

The postholder and any other church employees are expected to affirm the above vision statement and to profess a personal relationship with Jesus Christ.

The organisational position for this role can therefore be summarised as follows:



About Christians Against Poverty (CAP)

CAP is a Christian charity based in Bradford, Yorkshire. The ethos of this organisation is to provide support to people experiencing poverty and financial hardship; providing practical advice and help and at the same time introduce the good news of Jesus' message. CAP have several programmes aimed at reducing and preventing poverty which they deliver in partnership with churches across the UK. Their Debt Help service is accredited by the Financial Conduct Authority and is therefore recognised as providing competent support for people struggling with debt and associated poverty.

WGNC also work in partnership with other churches in the West of Glasgow who provide support through financial donations and volunteering to deliver the Debt Centre service.

Key result areas

These key result areas convey all **potential** aspects of the job role.

- To positively promote the Christian faith in line with the objectives of CAP
- To take part in all initial and ongoing training to ensure 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 of the CAP Debt Centre within WGNC and partner churches, 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 a full license and access to a car is needed.}
- To be part of a team that delivers the debt advice to the client, being trained to collect information for an assessment of a client's financial situation by CAP's Head Office staff, communication of the prepared budget and financial plan, and encouragement to stick to the plan, and to provide additional material and relational support where appropriate.

- To accompany clients to court in order 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 and reviews.
- To promote the work of CAP to friends, families and contacts to increase support and awareness of the charity
- Co-ordinate and contribute to existing and future outreach activities at WGNC's premises at the Summerfield Centre.
- Collaborate with other churches and groups in the Whiteinch and Glasgow West area on community outreach and engagement activities.
- Provide leadership to fundraising programmes for CAP activities

Assignment and review of work

- CAP operate a structured and regulated programme which is approved by the Financial Conduct Authority (FCA). The postholder will be expected to comply with the stipulations of this programme including meeting key performance indicators. To this end, the postholder will be supported by a line manager from within West Glasgow New Church but also the Glasgow-region manager for CAP. For more information, interested parties are encouraged to visit CAP's website. (capuk.org)
- The post-holder will *not* have daily contact with their line manager so a high degree of professional autonomy will be expected. Nevertheless, a monthly review of work and planning of upcoming work will take place with the line manager.
- Plan and prioritise work on a day to day basis.
- Objectives and personal development plan will be agreed and reviewed annually with line manager
- The postholder has no formal line management responsibilities but will be required to lead a small team of volunteers in delivering the entirety of CAP Debt Centre activities in the local area.

Decisions and judgements

- In carrying out their duties, the postholder may discern potential clients who would benefit from engagement with the CAP service and refer them to CAP's 0800 number.
- Throughout the client engagement and coaching process, the postholder will continually have to use their judgement and emotional intelligence to communicate a route forward to clients.
- The postholder will lead a small team of volunteers and a degree of wisdom and insight will be required to manage this group and match volunteers to the appropriate tasks and clients.

Most challenging/difficult parts of the job

- Many CAP Debt Centre Managers find the role highly fulfilling and rewarding. It presents a great opportunity to share the gospel with the lost and to support families in desperate financial circumstances to greater levels of stability. Nevertheless, it is expected that there will be many emotionally taxing elements to this role including:
 - Significant periods working in isolation; the postholder will need to be emotionally resilient.

- The postholder will encounter on a near-daily basis clients and families in very difficult physical and emotional circumstances. The challenge for the postholder will be to contain their own emotional response to these and concentrate on providing for the needs of the client.

Communications and relationships

- The postholder will need to have a warm and calm manner when introducing the work and purposes of CAP to clients.
- The postholder will be required to develop constructive and fruitful relationships with agencies and organisations that may refer potential clients to the service.
- The postholder will be able to explain the Christian Gospel in a clear, natural and relevant way.
- The postholder will be able to motivate clients and the team of volunteers.
- The postholder will be expected to develop amicable, trusting relationships with people and groups in the vicinity of Whiteinch and Scotstoun.
- The postholder will be required to communicate, and form constructive relationships with, key stakeholders within West Glasgow New Church. Working in partnership with people with different approaches to expressing their faith and different spiritual gifts may be challenging yet also highly fulfilling.
- The postholder will need to be confident communicating to larger groups of people e.g. leading church services, workshops, study groups and other such activities.
- The postholder will be able to moderate their style of communication depending on the needs and make-up of the audience,.

Physical, mental, emotional and environmental demands of job

Physical demands

- This post is unlikely to be physically demanding but may require a degree of endurance, working occasional longer days and into the evening when responding to clients.

Mental demands

- Frequent concentration on tasks, prioritisation and forward planning
- Attention to detail
- The postholder should be numerate with a good ability to understand and work with a household budget

Emotional demands

- The postholder will be exposed to distressing circumstances due to the nature of the debt counselling role.
- The postholder will be required to have a sympathetic manner when difficult situations arise
- Some individuals or groups of stakeholders may give a less than constructive impression which may be exasperating but not necessarily distressing

Working conditions

- The postholder will be required to work flexibly. While the office at WGNC's Summerfield Centre is the main base of work, there may be times when this is used infrequently due the requirement to meet clients in their own homes or community locations.

- The postholder will often work on their own and in locations throughout the West of Glasgow and therefore may occasional feel isolated.

Knowledge, training and experience required

- Significant experience in Christian community outreach or working with individuals and groups from a challenging background. Professional Christian, third sector or statutory experience is an advantage.
- A good understanding of standard computer software: MS Office Applications, email, web browser
- Sincere acceptance of and understanding of the Christian purpose of the CAP charity
- Ability to prioritise own workload and work to deadlines
- Excellent verbal and written communication skills
- Discretion and confidentiality
- Numerate
- A personal faith in Jesus Christ and willingness to affirm WGNC's vision and values.

Other requirements

- The postholder is likely to encounter unaccompanied children and/or vulnerable members of the community. The postholder will be required to undertake a PVG Check and, if necessary, undertake training in relation to basic Child Protection and Safeguarding.
- As the post is integral to the vision and agenda of WGNC, it is expected that the postholder will worship regularly at the church.
- Because of the need to meet clients in their own homes (or at a location of their choice) it will be necessary for the postholder to hold a full driving licence and to have access to a vehicle.

Person Specification

Essential Criteria – these are attributes without which a candidate would not be able to undertake the full remit of the role. Applicants who do not clearly demonstrate in their application that they possess the essential requirements will normally be eliminated at the short listing stage.

Desirable Criteria – these are attributes which would be useful for the candidate to hold. When short listing, these criteria will be considered when more than one applicant meets the essential criteria.

Means of Assessment – please note that candidates invited for interview will be notified if there will be a requirement to undertake a test or presentation. These additional assessments may be used to judge one or more criteria within the factor.

Factors	Essential	Desirable	Means of assessment
Education and professional qualifications		Scottish Higher or equivalent in Maths and English	Application and pre-employment checks
Experience and training	<ul style="list-style-type: none"> • Experience in Christian leadership (professional or voluntary) • Experience in leading teams (professional or voluntary) 	<ul style="list-style-type: none"> • Professional experience of initiating and leading Christian community outreach activities • Previous work for a church or a Christian charitable organisation • Professional experience working with people from deprived communities 	Interview and application
Specific skills and knowledge	<ul style="list-style-type: none"> • Knowledge of child protection and adult safeguarding laws and regulations, and experience of following these. • Knowledge of health and safety policies and protocols, and experience of following these. • Intermediate knowledge of common Microsoft Office Applications: Excel, Word, Powerpoint, Outlook • Clean driving licence • Financial numeracy 	<ul style="list-style-type: none"> • Experience of leading compliance with health and safety policies and protocols. • Experience of leading compliance with child protection and adult safeguarding laws and regulations. • Experience of partnership working. 	Interview and application

	<ul style="list-style-type: none"> • Excellent communication skills with members of the public, committees within the church, other organisations • Ability to prioritise tasks effectively • Work autonomously 		
Other	<p>The postholder should:</p> <ul style="list-style-type: none"> • be an active disciple and follower of Jesus Christ; • be in agreement with WGNC's Statement of Beliefs and; • model being a disciple and follower of Jesus Christ in the way you carry out your duties. • have a commitment to sharing the Gospel among the marginalised 		Interview and application

WEST GLASGOW NEW CHURCH

CAP Centre Manager and Community Outreach Worker

Application form

Please return completed form to adrian.bowman@icloud.com by closing date:
Friday 11th September 2020

Please complete this form as fully as possible, and enlarge any text boxes or add additional pages as necessary. If you have any queries please do not hesitate to e-mail Adrian Bowman at the above address.

Where did you hear about this vacancy?

PERSONAL DETAILS

TITLE	
SURNAME	
FORENAME	
ADDRESS	
WORK TEL NO	
HOME TEL NO	
MOBILE TEL NO	
E-MAIL ADDRESS	

REFEREES

Please provide details of three referees, including your present or most recent employer. If you are a member of a church we would usually expect you to include a reference from your congregational/church leader or equivalent.

1	Name	
	Position	
	Address	
	Tel. No.	
	E-Mail	

May we approach before interview? YES/NO (delete as appropriate)

Please indicate the capacity in which you know the referee.

2	Name	
	Position	
	Address	
	Tel. No.	
	E-Mail	

May we approach before interview? YES/NO (delete as appropriate)

Please indicate the capacity in which you know the referee.

3	Name	
	Position	
	Address	
	Tel. No.	
	E-Mail	

May we approach before interview? YES/NO

Please indicate the capacity in which you know the referee.

EMPLOYMENT HISTORY

Beginning with your current or most recent employer and working backwards in chronological order, please give details of your career to date.

Dates		Name and address of employer	Job title and summary of duties	Reason for leaving
From	To			

EDUCATION

Dates		Place of study	Qualifications attained
From	To		

Membership of Professional Bodies (if applicable):

Do you possess a car? YES/NO (*delete as appropriate*)

Do you possess a full driving licence? YES/NO (*delete as appropriate*)

STATEMENT IN SUPPORT OF YOUR APPLICATION

Please indicate clearly how your skills and experience meet the requirement of the post as set out in the job description and person specification. You are advised to carefully consider where your skills would contribute to the successful undertaking of the different **key tasks** within this role, and evidence of where your experience would satisfy the essential and desirable criteria of the **person specification**.

Rehabilitation of Offenders Act

Under the provisions of the Rehabilitation of Offenders Act, you do not have to disclose information on certain convictions after a set period of time, as they become 'spent'. [However, this post is **exempt** from the above Act, therefore, **ALL** convictions and any cautions or bind-overs must be declared and cannot be regarded as 'spent'.]

Have you ever been convicted of a criminal offence? **Yes/No (delete as appropriate)**

Do you have any criminal charges or summonses pending against you? **Yes/No (delete as appropriate)**

Having a criminal record will not necessarily bar you from working with us.

REASONABLE ADJUSTMENTS

Please specify any special access requirements you may have in order to attend interview.

I confirm that the information contained on this application form is, to the best of my knowledge, correct and accurate. I agree to the information being processed in accordance with the Data Protection Act.

Signature:

Date: