



Registered Charity No. 11959511

Debt Centre Manager

Job description

Job Purpose

To support the objectives of Kendal & District Debt Centre through:

- The relief of poverty for people living in and around Kendal & District
- The advancement of educational initiatives for those living in and around Kendal & District, in all matters relating to the management of their personal finances and wellbeing:
- The advancement of the Christian faith, through care, compassion, and relevant and appropriate practical and spiritual support.

Principal Responsibilities

- Manage all elements of the Debt Centre, including, but not limited to:
 - volunteer recruitment and support;
 - caseload commencement, progression and review;
 - completion of administrative and reporting requirements;
 - promotion and publicity of services.
- Along with volunteers, plan and conduct home visits for clients, in order to explain clearly, and encourage participation in, the services offered by Kendal and District Debt Centre.
- With the support of Christians Against Poverty (CAP)'s central services, support the delivery of debt advice to clients through assessment of current financial situation, proposal of a budget and financial plan, and provision of support for budget achievement and plan completion.
- Promote a culture of safety in all activities, by adhering to UK Health and Safety legislation, and by developing, implementing and maintaining appropriate policies.
- Publicise Kendal and District Debt Centre in an inclusive way, ensuring that all clients are, and feel, valued, respected and supported.
- Develop and maintain links with relevant referral agencies and partner organisations, to provide the most appropriate support for clients.

- Explore appropriate opportunities to share the Christian faith that underpins the Debt Centre's activities, including connecting to local churches, when in the best interests of clients.
- Develop the Debt Centre relationship with partner churches by encouraging their interest, prayerful support, volunteering, and financial support.
- Provide regular reports to Trustees on client interactions as well as achievement against the objectives of the Debt Centre Manager role.
- Promote the work of Kendal and District Debt Centre by a range of media, to increase awareness of, and support for, the objectives of the charity.

Essential requirements

- IT literacy, through proficiency in e-mail communication and the use of Microsoft Word and PowerPoint, or equivalent.
- Willingness to participate in essential training and undergo background checks*.
- Self-management and independent working skills, combined with the ability to operate collaboratively within a team.
- Confident communication skills.
- Demonstration of compassion to service users.
- Mobility, to attend home visits.
- Basic numeracy and finance skills (in-depth knowledge is not necessary).
- A practising Christian, committed to upholding and promoting the values and beliefs of the Christian faith in all aspects of the role*.
- Ability to promote services through social and other media, and to manage a website (or willingness to undertake training to achieve competency).

* Enhanced UK Disclosure & Barring Service (DBS) check required.

** This is a General Occupational Requirement (GOR) under the UK Equality Act 2010.