

General Volunteer role description - Debt Centres and Group Services

What is a General Volunteer?

A general volunteer is someone reliable who “gets stuck in” and is passionate about seeing lives changed, whether that’s in a Group Service course session, a client event, a Debt Centre drop in or community group. We’re so grateful for people with a heart to serve flexibly. You really do make the workload lighter for the Centre Manager and Coaches and we couldn’t do without you!

This is a great role for a variety of skill sets. Perhaps you have a heart for hospitality, great logistical skills, love to chat to new people or perhaps you are experienced in catering for large groups on a budget. Whatever your skills, you’ll be a great asset to the team!

Our Mission

We are on a mission to release thousands of families from grinding poverty through award winning debt counselling and community groups. By equipping and empowering local churches to reach out on their doorsteps, we’re bringing hope to over 21,500 families every year.

Who are we looking for?

Person specification

Great relationship-building skills

Non-judgemental and caring

Passionate about helping people and bringing hope to them

In agreement with CAP’s core values and statement of faith

Willing to pray with their CAP team

Understands the concept of keeping good boundaries

Clearly demonstrates a heart and passion for the charity and the local church

What type of things can a general volunteer do?

This list contains suggestions - feel free to add your own and pick and choose. Your welcome pack contains a document which lets you log what tasks you prefer to do and when you are free to help.

Service promotion

- Displaying flyers in the community (ask at doctors surgeries / Job Centres / newsagents / supermarkets etc)
- Delivering promotional flyers to particular areas
- Sending press releases to the local paper (written and provided for you by Head Office) if you don’t have a designated Community Links Co-ordinator.

Blessing

- Helping to organise and distribute Christmas food hampers
- Helping to organise a client event
- Making a meal / cakes for a group member
- Organising lifts to church for clients

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Prayer Team

- To support the CAP Service through prayer.
- To be available to meet for prayer meetings throughout the year.
- To encourage your church's CAP team spiritually.
- To provide prayer updates to the wider church, perhaps regarding particular needs, funding etc (ensuring full client anonymity in any updates)

Social activities

- To assist the organisation and running of client events.
- To invite clients to social events at church and arrange lifts if necessary.
- To encourage clients to continue working with CAP and feedback any possible issues to the CAP Debt Coaches / Group Service managers.
- Other possible opportunities to connect with clients could include: sharing your testimony with clients, offering to pray with the client.

Session help (Group Services only)

- Setting out the venue ahead of the course sessions
- Being on hand to warmly welcome your course attendees
- Serving drinks / food during your session
- Facilitating discussion during the sessions
- Helping clients work through their workbooks / session material

What next?

Once you have decided with your Centre Manager or Group Service Manager to go ahead with this role they will download the Welcome Information for you to help you decide what roles you are happy to undertake and how much time you can give to this role. You will then need to sign the support team agreement.