

General Volunteer - Debt Centres & Group Services welcome information

Thank you for your heart to serve your CAP centre as a general volunteer. You've read the role description, had an initial chat with your Centre Manager and now you are ready to get stuck in!

A mutually beneficial relationship

Your role as a volunteer is an opportunity for you to use your giftings, perhaps learn new skills, serve your church, serve your community and importantly for it to be a rewarding and enjoyable experience. We hope you will be really blessed by your time undertaking this role.

We want your relationship with your centre to have a solid foundation which is why it is important to establish parameters and boundaries at the beginning, as well as agreeing a time frame within which to review the role and assess whether it is mutually beneficial.

Set up process

Your first step to becoming a general volunteer is to sit with your Centre Manager or Church Line Manager for CAP and discuss how much time you can give to this role, when you are available to help, and what aspects of the role you will do for your centre. Have a look at the role description to decide what sort of things you would like to do.

There is no formal training from CAP for this role, but your Centre Manager will train you in what is required for the tasks that you will be doing. There is no time that you should be alone with clients as part of this role, but you should still check with the safeguarding coordinator at church before commencing the role. Unless a client shares anything with you, you shouldn't hear any sensitive personal information about clients, but please do be aware that anything you do hear should be kept confidential.

As part of this discussion please **complete the CAP Support Team Agreement Form (STA)** (see Appendix 1) which will be held by your centre for reference. There is no need to share a copy of this with CAP Head Office.

If you are not known to the church running the CAP centre, the Centre Manager may want to hold an informal interview with you and to obtain a reference for you (Appendix 2).

Progress Checklist

1. Read the role profile
2. Have a discussion with Centre Manager about how this role could work for you.
3. If not known to the centre manager, complete a reference request for the CM to follow up

4. Complete the Support Team Agreement form (candidate and church keep a copy)
5. Get stuck in with your new volunteer role!

Questions about the process?

Please contact your Centre Manager, the Area Manager for your centre or the Network Management support team (nms@capuk.org) if you have any questions about the role or process.

What else can you be involved with?

We would love to share news and updates about what is going on in the world of CAP, keeping you updated with stories of lives transformed, as well as sharing information about our prayer requests. If you would like to sign up to receive updates and receive a free copy of the inspiring book about John Kirkby's journey to start something that would free tens of thousands of people from debt and poverty.

Please visit: <https://capuk.org/about-us/the-cap-story/nevertheless>

We know some people sign up to volunteer as the start of a journey onto other things, perhaps you have aspirations to join your debt centre as a coach one day, perhaps you want to share the work of CAP with other churches, or you may want to spend a week in summer inspiring potential partners whilst attending a Christian festival for free. Have a chat with your Centre Manager for more information.

We realise people have reasons and seasons behind their volunteering work and these inevitably change. If you decide that the role is no longer for you, please let your Centre Manager know.

Points to note

Reminder about confidentiality

As a volunteer for a Debt Centre or Group Service you may be told confidential information about people. The information is confidential and must not be discussed or transmitted in any way to another person other than the Centre Manager / Debt Coach or Head Office Debt Operations team assigned to the case.

Financial Advice

It is imperative that any questions regarding individual financial situations are simply referred back to Head Office Debt Advisors assigned to the case. Do not give clients any financial advice or suggest any course of action other than to speak to the Head Office Debt Advisor team. It is imperative that no financial assistance is given to clients and any request for financial help or advice is directed to your Centre Manager or Debt Coach.

Financial Products and Services

You should not give advice to clients about financial products or services - even if you are qualified to do this in another setting - and you should not recommend any financial firm or institution

Appendix 1 - Support Team Agreement - General Volunteer

Name:

Phone number:

Email address:

If you need to contact me about volunteering, I can be contacted (please tick):

By phone by text by email

The best times/days to reach me by phone are:

We will review this working relationship after an initial three months and thereafter every ____ months.

Availability

I am available to volunteer ____ hours per week / month

I will carry out my CAP volunteering during these times:

	Mon	Tue	Wed	Thu	Fri	w/e
Morning						
Afternoon						
Evening						

If my availability changes, I will notify my CAP Centre Manager.

What can I bring to my CAP service?

Being a general volunteer is a varied and flexible role, so we have suggested a “pick and mix” of potential tasks you may wish to be involved in below. Please see the duties as listed in the role description, discuss with the Centre Manager what roles you will be undertaking and write them in the space below. Feel free to add any roles that aren’t listed in the role description!

My CAP role will include the following:

Agreement

This role is unlikely to have direct, unsupervised contact with vulnerable clients or clients with children. However, I will speak to the church's Safeguarding Coordinator to see if there is a requirement for a DBS check to do this role and undertake any safeguarding training that may be required.

I will keep confidential any sensitive personal information I hear about clients in the course of carrying out this role.

I will not give any financial advice to clients or suggest any course of action other than for a client to contact Head Office Debt Advisors to speak about their case (Debt Centre) or refer them to the Centre Manager (Group Service)

I will treat clients with respect and courtesy at all times, being sensitive and non-judgemental towards their lifestyle choices and will refrain from offering any direct advice to clients that could be seen as CAP's view

Signed _____ Date _____

Countersigned by Centre Manager _____

Appendix 2

Step 1: Church / personal reference form (for support team volunteers)

	Candidate details	Referee details
Full name:	<input type="text"/>	<input type="text"/>
Address:	<input type="text"/>	<input type="text"/>
Telephone:	<input type="text"/>	<input type="text"/>
Email:	<input type="text"/>	<input type="text"/>
Team applied for:	<input type="text"/>	
Church name:	<input type="text"/>	<input type="text"/>
Church denomination:	<input type="text"/>	<input type="text"/>
Reference type:	<input type="checkbox"/> Church leader <input type="checkbox"/> Personal (please tick)	

How long have you known this person?

Please read the relevant support team guide and comment on all the following areas:

Main strengths: Please give brief details as to what you perceive the candidate's main strengths will be in this role.

Experience: Please give any examples of character / skills / experience relevant to this role.

Christian faith / evangelism: Please give recent examples of their Christian witness / church involvement.

Other relevant info:

Disclosure

Are you aware of any convictions that the candidate has? Yes No (please tick)

Are there any child protection issues that we should be aware of? Yes No (please tick)

Please return to your CAP Debt Centre Manager

Registered Office: Jubilee Mill, North Street, Bradford, BD1 4EW. e info@capuk.org. t 01274 760720.
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