Job Description
CAP Debt Help Centre Hackney: CAP Debt Coach

Role purpose

To support local people on their journey towards becoming debt-free by offering compassionate, practical, and confidential help. Working alongside the Debt Centre Manager and Christians Against Poverty (CAP), the Debt Coach gathers accurate financial information, builds trusted relationships, and encourages clients as they follow a sustainable debt solution.

Role overview

Role	CAP Debt Coach
Location	Frampton Park Baptist Church E9 7PQ, client homes and other agreed community settings
Salary	£15/h plus holiday pay
Reports to	Debt Centre Manager
Time commitment	Typically 16 hours per week divided into 2/3 days flexibly arranged around client needs and availability.
Training	Full CAP training and ongoing support provided
Experience	No previous debt-advice experience required
Start Date:	December 2026

Key responsibilities

Client support

- Listen with warmth and without judgement, helping each client feel heard, respected, and valued.
- Build consistent, appropriate, and trusting relationships while maintaining clear professional boundaries.
- Encourage clients throughout their debt-free journey and recognise progress and milestones.
- Offer pastoral support and prayer where appropriate and welcomed by the client.

Financial information and case support

- Help clients gather complete and accurate information about income, expenditure, debts, and household circumstances.
- Support clients to complete relevant forms and provide requested documents to CAP Head Office.

- Work with CAP and the Debt Centre Manager to help clients understand and follow their personalised debt plan.
- Keep accurate, timely and confidential records of visits, actions, and relevant client updates.

Teamwork and communication

- Maintain regular communication with the Debt Centre Manager about appointments, progress, concerns, and support needs.
- Attend agreed team meetings, supervision, training, and development activities.
- Work collaboratively with the other teams who support CAP Clients like the money coaching team and foodbank team, as well as the church leaders and CAP colleagues while respecting role boundaries.

Confidentiality, safeguarding, and conduct

- Protect personal and financial information and manage it only through approved systems and processes.
- Follow CAP, church and Debt Centre policies on safeguarding, lone working, data protection, health and safety, and confidentiality.
- Never make personal financial arrangements with clients, lend money, or provide advice outside the role's training and authority.
- Report safeguarding, wellbeing, safety, or data concerns immediately through the agreed channels.

- ***The successful candidate will complete appropriate safeguarding checks and references in line with local policy and the duties undertaken.***

Person Specification

Essential

- Must be able to actively take part in prayer and worship, whether individual, in small group or corporate, as an expression of your own personal faith and in line with CAP's Statement of Faith.
- A genuine desire to see people released from the burden of debt and poverty.
- Compassionate, patient, and non-judgemental listening and communication skills.
- Reliability, good organisation, and willingness to commit to regular coaching hours.
- Confidence completing basic paperwork and managing sensitive information accurately.
- Ability to maintain confidentiality, appropriate boundaries, and safeguarding standards.
- Willingness to learn, receive feedback, follow procedures and work as part of a team.

Desirable

- Experience of volunteering, pastoral care, community support or collaborating with vulnerable people.
- Awareness of the effects of debt, poverty, stress or social isolation on individuals and families.
- Administrative experience. Confidence using email, online forms, and basic digital record-keeping tools.

No previous debt-advice experience is needed: full training will be provided.

Training and Support

The Debt Coach will receive comprehensive CAP training, an induction to local procedures and ongoing guidance from the Debt Centre Manager. Support will include regular check-ins, access to relevant resources and opportunities for further learning. The volunteer should not undertake duties independently until the required training and induction have been completed.

Why this role matters

Debt can be overwhelming and isolating. Every visit, conversation and completed form can help a household move towards greater freedom, stability, and hope. By serving as a CAP Debt Coach, the volunteer becomes part of a ministry seeking to end poverty in Hackney, one household at a time.

For an informal conversation or to send CV with cover letter, please contact:

Contact: Christine Mueller
email: christinemueller@capuk.org
Telephone No.: 07393774120……

Closing date: 11th November 2026

christians against poverty CAP

Hackney

Frampton Park Baptist Church