

## Befriender -Debt Centres

### What is a befriender?

A befriender is someone who has a passion for people and lives out what it means to build community.

Being in debt is often linked to social isolation for many of our clients. Debt can mean having no disposable income to socialise with friends, carrying the stigma associated with being in debt and having low self-esteem.

**40%**

Choose not to see family or friends because of costs

**22%**

Did not leave their house for a week or more

**18%**

Spent Christmas Day alone

**81%**

felt lonely or socially isolated

Many of our client's lives can be a little chaotic and full of fear regarding their situations. **Befrienders work closely with the Debt Coaches, accompanying them on visits and focusing on the non-debt related needs of the client,** such as:

- Facilitating bringing the client into community
- Identifying hobbies and possible points of social connection
- Introducing the client to other CAP general/ social volunteers
- Providing assistance with practical tasks
- Sharing the gospel.

This role is client facing and would suit someone with great relationship-building skills, an open and completely non-judgmental nature, together with a heart and resilience to serve.

The role is flexible with regards to what elements you will undertake, as we recognise that all services operate under a CAP model but in very different church environments. We want to equip and empower you to undertake the role in a way which best fits you and your community.

(If you also want to undertake administrative tasks using the CAP systems to support your Debt Centre, you will need to also complete the training for the Service Support Administrator role, please see our SSA role profile for further information).

### 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

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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

(We recognise that everyone brings their own unique strengths to each role and that God works through our weaknesses too. Undertaking a volunteer role is an opportunity to grow and develop as part of your centre team, supported by your Centre Manager.)

Great relationship-building skills

Non-judgemental and caring

Passionate about helping people and bringing hope to them

Trustworthy in keeping confidential information

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 next?

Once you have decided with your Centre Manager to go ahead with this role please email [NMS@capuk.org](mailto:NMS@capuk.org) to request your digital welcome pack.

Work through your welcome pack which contains your training information. This training document contains video links for you to watch so you can familiarise yourself with CAP culture, it also contains essential information about GDPR and confidentiality.

1. Read the content and watch the videos at your own pace
2. Ask you centre manager if you have questions about how aspects of the training apply to your centre
3. Complete the GPPR quiz
4. Sign the confidentiality agreement, return a copy to your church and return a copy to CAP HQ (scanned to [NMS@capuk.org](mailto:NMS@capuk.org) or by post to Network Management, CAP, Jubilee Mill, 30 North St, Bradford, BD14EW)

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### What our clients say:



A wonderful man called Mark came round to my house with a befriender. The first moment I opened the door to them, it felt nice because someone understood where I was coming from. They helped me in so many different ways. Our bed was broken so they got us a second-hand one. We were out of food at home so they got us Foodbank vouchers. Mark even invited me round to his house for a meal. He's like a guardian angel; a real good friend. To this day I can phone up or message him at any time.'

**Ollie - former debt client who found Jesus and became debt free!**