

CAP support team

Visit team



CAP support team: visit team

Introduction

To help clients out of debt the CAP worker will visit them two or three times in their home. They need someone to accompany them on visits, both for their safety and to help us show clients the love of the church.

Main purpose of the job:

- To accompany the Debt Coach/Adviser on visits to see clients.
- To explain to the client during the first visit the support that is available through the CAP Debt Centre and your church.
- To assess during the visit what on-going support a client wants and needs.
- To identify hobbies and possible points of social connection for the social team.
- To introduce the client to a member of the social team or church members if appropriate.

Other responsibilities could include:

- To pray for the client during the visit if requested by the Debt Coach/Adviser.
- To share your personal testimony during the visit if requested by the Debt Coach/Adviser.
- Being happy to share the Christian gospel with clients and lead them in a prayer of salvation if appropriate (your Centre Manager will be able to offer full support and training in this if necessary).

Person specification:

- To be friendly and compassionate.
- To be available during the week for client visits.
- To be trustworthy in keeping confidential information.
- You must be able to provide a written reference from your church leader.
- General enhanced DBS disclosure may be required. Please check this with your safeguarding officer at your church to discuss the requirements for DBS disclosure.
- You must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values (see CAP support team general guide).

Visits

How many visits will there be?

There are normally three visits to see each client, although this may vary. The second visit should be a week after the first, and there is normally two weeks between the second and third visits. You do not need to go on all the visits with the CAP worker, although there are obvious advantages such as continuity and relationship building if you do.

How long do visits last?

The first visit normally lasts about 2 hours although it may be longer, depending on the client's situation. Additional visits normally last an hour, although again this can vary.

What happens on a visit?

This is a rough guide, although all visits may vary!

First visit

- 1) Meet to pray before the visit.
- 2) Introductions (normally led by the CAP worker).
- 3) The CAP worker shows a DVD and uses a booklet called 'Journeys Out of Debt' to explain the service.
- 4) The CAP worker checks with the client what paperwork they already have and leaves them a list of what else they need.
- 5) The CAP worker explains what will happen next.
- 6) You will assess what on-going non-financial support the client wants / needs.
- 7) You may be asked by the CAP worker to explain what support is available through the CAP Debt Centre and your church.
- 8) The CAP worker offers to pray for the client and may ask you to do this.

Post-first visit

- 1) You will coordinate any necessary support for the client as agreed in visit.

Fact Find visit

- 1) Meet to pray before the visit.
- 2) The client will be asked to sign the authority forms.
- 3) The CAP worker will fill in the Fact Find form and collect any paperwork.
- 4) You or the CAP worker offers to pray for client.

Post-Fact Find visit

- 1) The CAP worker sends the Fact Find form and paperwork to the casework team.
- 2) You can follow up any support requests.
- 3) The head office caseworker will pull together a budget and send to the CAP worker.

Budget visit

- 1) Meet to pray before the visit.
- 2) The head office caseworker team will have created a detailed budget, having contacted the client's priority creditors where necessary.
- 3) The CAP worker will explain the budget to the client.
- 4) The CAP worker will get the client to set up payment into their CAP Plan. This may involve taking the client to the bank to set up standing order.
- 5) You or the CAP worker offers to pray for client.

Post-budget visit

- 1) You will discuss any available support for the client & arrange for introductions if appropriate.
- 2) The head office casework team will contact secondary creditors where necessary.
- 3) CAP will continue to support the client until they become debt free, as long as they continue to work well and cooperate with us.

What previous knowledge or experience do I need?

None! You are not insured to discuss finances or give any financial advice so it is important that you do not offer any financial advice or comment on their financial situation.

What is expected of me?

Just being there is really significant but the table below shows some things you can and can't do as part of this team.

Do	Don't
Help to make the client feel relaxed at the beginning of the visit by chatting and showing interest in them.	Offer any financial advice or comment on their financial situation.
Pray silently throughout the visit	
Listen to what the client is saying and what they are not saying.	Feel pressured into doing anything you are not comfortable with.
Share what support is available through the church or in the community (e.g. children's clubs, rehab centres, football team)	Judge the client or comment on what they are spending their money on / level of debts (high or low)
Ask the client what support they would like and what hobbies they have	
If you feel comfortable pray for the client at the end of the visit	

Evangelism tips

The visits are a great opportunity for us to share our faith with clients. Here are some tips you may find helpful:

During a visit

You may pick up on something the client says which you can relate to. It may be that you can explain how God helped you with a similar situation.

If you have an opportunity to pray for the client, pray specifically about something they have talked about.

If you feel comfortable, be prepared to share elements of your own story of how you became a Christian and what God has done in your life. This is a great way to introduce people to Christianity.

Conversations

Conversations need to be natural but here are a few examples of questions you could ask to prompt reflection on God:

- What gives most meaning to your life / do you think there is more to life?
- When you have problems or crises, how do you manage to get through them / who do you turn to first?
- Do you feel God has a plan for your life?
- Is there something missing in your life? What do you think it is?

Invite them to church / events

'I didn't think church was for people like me. I didn't think I'd be welcome until Sue invited me.' Dawn, CAP client

We are often scared of inviting people to church or events because we fear rejection, but the truth is that inviting people to something actually shows you care and want to spend time with them.

When you meet a client on a visit why don't you ask them if they'd like to come to church that Sunday or to any event that the church is putting on (e.g. if they have a young child, encourage them to come to a parent and toddler group).