

CAP support team

Social team



CAP support team: social team

‘A new command I give to you: Love one another. As I have loved you, so you must love one another.’ John 13:34

Introduction

Being involved in clients’ lives gives you a unique opportunity to show the love of Jesus. Many clients are lonely and/ or would really appreciate some extra support. As part of the social team, you can offer this.

Main purpose of the job:

- To meet with clients socially to offer support and friendship.
- To invite clients to church and arrange lifts if necessary.
- To invite clients to social events at your church and arrange lifts if necessary.
- To encourage clients to continue working with CAP and feed back any possible issues to the CAP Centre Manager or Debt Coach.
- To identify hobbies and possible points of social connection for yourself and other members of the social team and church members.
- To introduce the client to other members of the social team and church if appropriate.
- To assess during conversation what on-going support a client wants and needs.

Other responsibilities could include:

- To pray with the client.
- To share your personal testimony.
- 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 passionate about evangelism.
- To be comfortable sharing your faith and praying with clients.
- To be available to meet with clients socially – you can decide your level of commitment.
- To be trustworthy in keeping information confidential.
- 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 Core Values and Basis of Faith (see CAP support team general guide).

Connecting with clients

Your CAP worker and members of the visit team are tasked with identifying clients who would benefit from the extra support of the social team. They will also endeavour to find out about clients' hobbies or possible points of connection. For example, they may visit a client who rarely gets out of the house, so you could invite them to join you for a coffee. Or, they may be a budding footballer, and you could invite them to join a local / church team with you. Sometimes even an occasional text can remind a client that they have someone who is interested in them and wants to support them.

If you feel that your particular skills and interests aren't well suited to a client, look to introducing them to other members of the social team where relevant.

'I thought it was going to be a big commitment, but I have been amazed at how easy and enjoyable it's been to get to know CAP clients and finding common interests.' Jo, Oxford.

Linking with your church

As you can imagine, visiting a church for the first time can be a very nerve-wracking experience for many of our clients. Perhaps you could offer to accompany them, sit with them, and introduce them to other members of your church who will make them feel welcome.

Where possible, invite clients along to church events to help them to meet others in your church in a less formal environment, and to gradually feel more integrated into the life of the church.

How often should I meet with a client?

This will depend upon the amount of time you are able to give, and to the needs of the client. For some, occasional texting and phone calls will suffice, and for others, meeting up with them once a fortnight would be more appropriate. Speak with your CAP worker if you are struggling to work out what would be a suitable level of contact.

Evangelism tips

We want to bless clients and show them the love of God in action, regardless of whether they show an interest in church or our faith. However, sometimes when you are blessing clients you will have a unique opportunity to share your faith with them. Here are some tips that you might find helpful.

Testimony.

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

Conversations need to be natural but here are a few examples of questions you could use 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?

Boundaries

It is important that you set boundaries, both for your benefit and so that your CAP worker has realistic expectations of how much time you can offer.

Here are some questions that you should ask yourself before you get involved. Do let your CAP worker know your responses so they don't overload you with requests for help.

| Question | My response |
|---|--|
| Time and expectations | You will be keen to make a difference but be careful not to be drawn into committing more than you want to or can deliver. |
| What forms of social connection do you want to get involved with? For example: - Coffee trips. - Home visits. - Sporting hobbies. - Inviting clients to church services and events. | |
| When can I get involved? It is helpful to know what days and times you are free and how often you want to be called upon to meet with or contact clients. | |
| How many clients do I want to interact with? You may prefer to only be in contact with one client family at a time to build a relationship with them or you may wish to be in contact with a few. | |
| Personal details | It might be wise to hold back certain personal details from clients unless you get to know them well. |
| What will I share with clients? | |
| Direct financial help | By definition all our clients have severe financial needs, and it is easy to get drawn in emotionally and want to help directly. You must not give or lend any of your own money directly to clients. Any crisis needs to be fed back to the Centre Manager without promising anything to the client. |



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| <p>Signposting clients</p> | <p>Some clients have problems that you are unable to help them with. Don't feel responsible for these difficulties. Instead direct them to other agencies that will be able to offer them expert.</p> |
| <p>What local agencies / church groups are available? Ask your CAP worker for help as well.</p> | <p>NHS smoking helpline: 0800 022 4332 gosmokefree.nhs.uk Alcoholics anonymous: 0845 769 7555 Gamblers anonymous: gamblersanonymous.org.uk Samaritans: 08457 90 90 90 Teen Challenge (Christian Drug & Alcohol Rehabilitation) 01269 844 168 Childline: 0808 20000 247 Cruse Bereavement Care: crusebereavementcare.org/uk</p> |

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This document is intended for use in CAP Debt Centres where the debt counselling is done in the local centre.



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