

# CLAPA Volunteer Job Description and Person Specification

<b>Role</b>	CLAPA Volunteer
<b>Reporting to</b>	National or Regional Coordinator
<b>Time Period</b>	Ongoing

## **Role Description**

The following role description lists the variety of activities that our volunteers participate in. Volunteers can choose to focus on specific areas.

### **Act as a public representative of CLAPA in the local community**

- To represent CLAPA at a variety of professional, NHS and community organisations.
- To organise local activities on behalf of CLAPA in conjunction with your designated CLAPA Staff contact. (If organising activities for young people volunteers will need to attend an additional training course and complete a Criminal Records Bureau check.)
- To maintain regular contact with designated CLAPA Staff contact when planning your own event.
- To use networking opportunities to facilitate introductions to key members of the local community for CLAPA
- Attend cheque presentations
- Publicly thank supporters for their donations

### **Inform, inspire and promote CLAPA's work**

- Deliver presentations on CLAPA
- To raise awareness about CLAPA and Cleft issues by generating new public speaking opportunities (e.g. your local rotary club, community group, religious institution)
- Distribute CLAPA literature in your local setting. E.g. putting up posters in your local GP's, dentist, maternity ward. Ensuring your local Cleft Team has up to date information on CLAPA and a range of information leaflets.

### **Encourage individuals, groups and companies to support CLAPA financially**

- Ask for donations where appropriate
- Promote current fundraising initiatives and activities

## Skills required

Essential	Desirable
<p><b>Personal</b></p> <ul style="list-style-type: none"> <li>• Happy to communicate with a wide range of people</li> <li>• Comfortable in a wide range of social settings</li> <li>• Enthusiastic about CLAPA's vision and committed to promoting CLAPA's services</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of building local contacts</li> <li>• Willingness to speak in public settings (training will be provided)</li> </ul>
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Committed to learning more about CLAPA and 'Cleft issues'</li> <li>• Happy to deliver the Key messages and information provided by CLAPA</li> </ul>	<ul style="list-style-type: none"> <li>• Aware of the issues faced by those born with a cleft lip and/or palate and their families</li> </ul>
<p><b>Respect, Empathy and Neutrality</b></p> <ul style="list-style-type: none"> <li>• Respect for others' opinions, beliefs and points of view</li> <li>• Has empathy for the work of CLAPA and the children, young people, adults and families it supports</li> <li>• CLAPA has key messages and policies that should be promoted by volunteers who should always remain as neutral providers of information or a service.</li> </ul>	
<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Able to communicate confidently and appropriately with members of the public, volunteers and staff</li> <li>• Strong verbal and written communication skills</li> <li>• Able to write and submit short records following talks / presentations / activities</li> <li>• Able to complete forms (provided with instructions by clapa) in order to register your own events/activities should you choose to organise them: (e.g. awareness raising party / coffee morning).</li> <li>• Contactable via telephone and/or email</li> </ul>	<ul style="list-style-type: none"> <li>• Confident to deliver a pre-prepared presentation</li> <li>• Happy to communicate with other volunteers and CLAPA members and staff via email and the internet.</li> </ul>
<p><b>Team Working</b></p> <ul style="list-style-type: none"> <li>• Work under the guidance and support of their designated CLAPA contact.</li> <li>• Maintain regular contact with</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage joint projects with other volunteers</li> <li>• Willing to support other volunteers with their learning and development</li> </ul>

designated CLAPA contact <ul style="list-style-type: none"> <li>• Happy to work with other local volunteers on joint projects</li> </ul>	<ul style="list-style-type: none"> <li>• Willing to proactively share best practice with other volunteers and CLAPA Staff</li> </ul>
<b>Professional</b> <ul style="list-style-type: none"> <li>• Committed to CLAPA's aims</li> <li>• Maintains confidentiality</li> <li>• Ability to work independently and seek out opportunities to provide your services.</li> <li>• Keep written records to claim expenses</li> <li>• Able to manage own time, be punctual and presentable when representing CLAPA.</li> <li>• Use initiative when appropriate and seek support from CLAPA contact when needed</li> </ul>	

**It is possible for volunteers to choose to focus on certain areas of the job description above. For example: After the induction day if you decide you do not enjoy speaking in public but enjoy organising events your role can be adapted. You can discuss the areas you are interested in working in at your informal interview.**

**Training will be made available to you in various areas to help you develop your skills.**