



Every smile
tells a story

Adult Services Coordinator

Fixed term contract

Recruitment Pack

Equal Opportunities & Safeguarding

CLAPA is an equal opportunities employer and we are committed to ensuring all applications are treated fairly. We monitor the demographics of applicants on the Application Form, but these questions are not mandatory and any answers will not be shared with the team shortlisting and interviewing candidates.

CLAPA is committed to safeguarding and ensuring the welfare of children, young people and vulnerable adults, and expects all employees and volunteers to share this commitment. **The suitability of all prospective employees or volunteers will be assessed during the recruitment process in line with this commitment.**

About CLAPA

The Cleft Lip and Palate Association (CLAPA) is a small charity working to improve the lives of people born with a cleft and their families in the United Kingdom.

Our vision is of a society where everyone affected by cleft feels supported, connected and empowered to take control wherever they are on their cleft journey.



What is Cleft Lip and Palate?

Early on in pregnancy, different parts of the face form and come together just above the top lip. If this doesn't happen quite as it should, the result is a gap or 'cleft' in the upper lip, the palate (roof of the mouth), or both. It's usually caused by a mix of genetic and environmental factors interacting in a way which can't be predicted or prevented.

Around one in 700 people are born with a cleft – that's 1,200 each year in the UK alone.

Cleft lip and palate has a wide range of causes, issues and outcomes, with a treatment pathway lasting twenty years or more. No two families will be affected in the same way. The journey through treatment and beyond isn't easy, but CLAPA believes that with the right help and support, children born with a cleft can grow up just as happy and healthy as anyone else.

What does CLAPA do?

CLAPA works to improve the lives of everyone born with a cleft and their families in the UK by providing knowledge, practical support, a community and a voice for people affected by cleft.

Our services include:

- Online and local **support groups** help people affected by cleft to feel positive, connected, and in control.
- **Local and national events** which bring people of all ages together so no one has to go through their journey alone.
- **Specialist feeding equipment** for babies born with a cleft, including over 700 free 'Welcome Packs' for new families each year.
- Trained **parent and patient volunteers** providing **one-on-one support** at all points of the cleft journey.
- A comprehensive, accessible **information service** led by the needs of our community.
- Trained volunteers **educate schools, local communities and even healthcare professionals** about cleft lip and palate.
- Collaboration with researchers to make their work accessible to our whole community.



The Adult Services Coordinator role

This role will be a key part of our busy office-based team in London, and will be responsible for developing and delivering a programme of support services for adults born with a cleft lip and/or palate, working across the United Kingdom.

Using the evidence base developed by our Adult Services Researcher you will continue to deliver some of our successful and on-going programmes such as our Cleft Talk podcast and our annual Adults' Conference. You will also work with the team to find new and innovative ways to engage with those adults who are hardest to reach.

You will be joining a small, friendly team who are deeply committed to supporting families and adults affected by cleft. Your role will be at the forefront of our work with adults ensuring that an underserved, sometimes vulnerable community receive the critical support that they need.

Working for CLAPA

Founded in 1979, CLAPA is a national charity with a small, friendly staff team and a dedicated community of volunteers and fundraisers with personal connections to our work. Most of our 19 staff are part-time and/or home-based, and flexible working hours are encouraged so everyone can find a timetable that suits them.

We have just moved into 'The Green House', a brand new building in Cambridge Heath, London. As well as having excellent facilities and benefits, this building is a charity hub which hosts many small non-profit organisations.

CLAPA is structured around a small Senior Management Team and CEO who report to the Board of Trustees, the majority of whom have a personal connection to cleft lip and palate. We do our best to nurture a constructive, collaborative culture where all voices and contributions are valued. We have a strong focus on staff wellbeing, and have a Wellbeing Group which proactively works to tackle any concerns raised. CLAPA encourages cross-team working to give staff a chance to test their skills and learn about every area of how a modern charity operates.



Adult Services Coordinator (Fixed Term)

Job Description

Salary: £27,500 – £30,000 p.a. (pro-rata, depending on experience)

Hours: Part-time (28 hours per week) Fixed Term Contract to 31st March 2021

Reporting to: Chief Executive

Location: London office (some flexibility for home working)

Benefits:

- 25 days paid annual leave (pro rata), plus bank holidays (pro rata) and closure over Christmas from 24th December to 2nd January inclusive.
- Flexible working hours as agreed by manager, access to unpaid leave and 'Time Off In Lieu' policy.
- 5% contributory pension.

Job Description

CLAPA's Adults Support Programme enables adults born with a cleft to overcome cleft-related challenges and lead more fulfilling lives.

The successful candidate will be an excellent communicator able to juggle many competing priorities with a positive attitude and a genuine passion for supporting the people CLAPA works with. They will have a strong understanding of how to use data/research to inform future strategy, and will enjoy the challenge of using CLAPA's limited resources to improve services for adults.

Key Tasks

- To work with the Adults Services Researcher to understand the unique experiences and needs of adults born with a cleft by exploring recent research into the area, and how this has shaped the project strategy.
- To be the main point of contact for the Adult Representative Committee (ARC), to attend their quarterly meetings and to be in regular contact with the members between meetings.
- To work with the Adults Services Researcher and colleagues in the regions to coordinate and deliver the year three programme of services for adults affected by cleft.
- To work with colleagues to ensure information about returning to cleft services as an adult reaches all UK Cleft Teams.
- To provide support to CLAPA's network of Peer Supporters in partnership with the regional team.
- To provide support for people affected by cleft via social media and email.
- To work with colleagues to organise the 2020 Adults conference in October/November.
- To work with the Communications Team and Adult Services Team to develop a campaign to increase the reach of the project, with particular attention to minority groups such as older adults, and those born with an isolated cleft palate.
- To work with the Adults Services Researcher to produce an Evaluation Report on the programme by the end of project with recommendations for the future.
- To work with the Fundraising team to secure funding to continue the work at the end of the project.

Person Specification

Essential

- Experience of working with people in a supporting and/or informing capacity
- Ability to work with staff members, health professionals and volunteers at all levels
- Experience working with and engaging people in minority groups (e.g. BME community, older adults etc.)
- Ability to plan and manage a number of simultaneous activities and deal with conflicting priorities to meet targets and deadlines
- Experience of writing reports
- Ability to organise and deliver local and UK-wide events
- Ability to work autonomously on a day-to-day level and organise own time
- Proven ability to take initiative and responsibility to get things done
- Excellent communication and interpersonal skills, written and oral
- Experience or empathy towards people who are affected by cleft lip and/or palate
- Proficient computer skills (Microsoft Office)
- Ability to travel, with occasional overnight stays and weekend working

Desirable

- Knowledge or understanding of cleft lip and/or palate
- Knowledge or understanding of the National Health Service protocols (NHS)
- Knowledge of evidence-based practice
- Experience of using new media effectively
- Experience of using Audacity and/or Adobe Audition
- Experience of preparing funding applications
- Experience of event management
- Experience with facilitating patient and user involvement

How to Apply

Please complete the Application Form included in the Recruitment Pack and send to info@clapa.com with 'Adult Services Coordinator' in the subject. You may also return your form by post to 'Toni Kitchingman, Cleft Lip and Palate Association, 244-254 Cambridge Heath Road, London, E2 9DA'.

You may request an application form in another format by emailing info@clapa.com with 'Adult Services Coordinator Recruitment Pack Request' in the subject.

Please save your completed application form with your name in the filename.

All applications are subject to our shortlisting process; so if you're shortlisted we will contact you and invite you to attend an interview. We'll also tell you if there will be any skills tasks to complete as part of the recruitment process.

If you have not heard from us by Tuesday 31st March, please assume your application has been unsuccessful.

Applications close: Monday 30th March, 10am

Interviews: 2nd April and 3rd April

Start date: ASAP

Contact

Contact Toni Kitchingman, at toni.kitchingman@clapa.com or call the CLAPA office on 020 7833 4883 if you have any questions about the role or the application process.