



Every smile  
tells a story

# ADULTS SERVICES COORDINATOR Recruitment Pack



## Equal Opportunities & Safeguarding

CLAPA is an equal opportunities employer and we are committed to ensuring all applications are treated fairly.

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) works to improve the lives of people born with a cleft and their families in the United Kingdom.**

We are a 20,000-strong community of parents, patients, cleft healthcare professionals and more, all dedicated to raising awareness and working together to overcome any barriers caused by cleft lip and palate.

**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, everyone affected by cleft can face the world with a smile.

### 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, reassurance, a community and a voice for people affected by cleft.

#### Our services include:

- Online **support groups** helping people affected by cleft to feel positive, connected, and in control.
- Online **events** – from topical coffee clubs to children's parties – bringing people together so no one has to go through their journey alone.
- Providing **specialist feeding equipment** for babies born with a cleft in the UK, including free 'Welcome Packs' sent to 700 new families each year.



- Trained **parent and peer 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 **use their personal experiences to educate others** about cleft lip and palate.
- **Collaboration with researchers** to make their work accessible to our whole community.

### CLAPA's Strategy

CLAPA's new strategy, publically launching in April 2021, will bring us into a digital-first future following a year of global upheaval which has accelerated innovation. This 12-month strategy will enable us to re-imagine our services from the ground up with a digital focus that aims to improve accessibility, diversity and sustainability across the board. By 2022, CLAPA will offer a suite of high-quality, community-led, online services which will be able to keep pace with whatever challenges the cleft community may face in the future.



### This Post

The Adults Services Coordinator is responsible for developing and delivering a programme of support services for adults born with a cleft lip and/or palate.

The post holder is responsible for ensuring that services are delivered to the highest standard and that Adult Services volunteers are supported to fulfil their roles safely and appropriately.

### Working for CLAPA

This national charity is run from a small office near Bethnal Green, London. Most of its 16 staff are part-time and either partially or wholly home-based and all have some flexibility around their hours of work.

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), but with a constructive, collaborative culture where all voices and contributions are valued. 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 (Part Time)

## Job Description

**Salary:** £28,000 - 31,154 (dependent on experience) pro rata

**Hours:** Part-time (21 hours per week) Fixed term contract for 1 year.

**Reporting to:** Engagement and Services Manager

**Based at:** CLAPA Office (E2 9DA), Cambridge Heath, LONDON OR Home-Based

### Benefits:

- 25 days paid annual leave (pro rata), plus bank holidays and closure over Christmas from 24<sup>th</sup> December to 1<sup>st</sup> January inclusive.
- Flexible working hours as agreed by manager, access to unpaid leave and 'Time off in Lieu' policy.
- 5% non-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

- Be the first point of contact for all work with adults born with a cleft and work with service delivery colleagues to ensure that adults affected by cleft are considered in all relevant areas of CLAPA's work
- Champion the engagement of adults across the charity to ensure that they have a voice
- Use the research findings from the Adult Services Programme to produce a Adults Engagement Strategy with links to the wider Organisational Strategy and Operational Plan along with organisational policy and best practice relating to work with adults
- Provide ongoing support for the Adults Services Officer and work together to deliver services for adults
- Be responsible for the management of Adult Services volunteers
  - Induct, train, support & manage volunteers
  - Celebrate & reward volunteers
- Ensure the safeguarding of volunteers and beneficiaries by complying with CLAPA's Safeguarding Policies and Procedures and attend all compulsory training
- Plan and deliver a series of engaging online events, activities and resources for adults with a particular focus on reaching hard-to-reach groups
- Lead on the distribution of the Leavers Pack and work with the Adults Services Officer and Communications team to produce an online version
- Produce an Evaluation Report on the programme by the end of project with recommendations for the future
- Manage any budgets related to adults services
- Promote and raise awareness of all CLAPA's services, taking a lead for Adults services
- Support the fundraising team by helping to promote fundraising activities
- Support the Communications team to:
  - Develop and maintain the Adults pages of the website and ensure they are up-to-date
  - Provide data, as required, for promotional stories and to raise awareness of Adults services
  - Administer and moderate relevant CLAPA social media pages

- Keep up-to-date with communications from the diversity committee and ensure that Adults services are developing in line with this guidance.
- Ensure the wellbeing of colleagues, volunteers & beneficiaries
- Where appropriate, work with other charities to investigate and develop ways of working together
- Any other duties deemed appropriate

## Person Specification

### Essential

- Experience of working and engaging with people in minority groups
- Proven track record of developing and delivering support services
- Proven track record of developing productive relationships with volunteers and beneficiaries
- Experience of volunteer recruitment, training and supervision
- Knowledge and understanding of safeguarding issues
- Experience of using social media effectively
- Excellent skills in customer service and relationship management
- Experience of writing reports
- Comfortable working with health professionals and external organisations
- Able to develop good partnerships, relationships and links with others
- Proven ability to take initiative and responsibility to get things done
- Ability to plan and manage a number of simultaneous activities and deal with conflicting priorities to meet targets and deadlines with accuracy and efficiency
- Strong working knowledge of Microsoft Word, Outlook and Excel
- Excellent written, verbal communication and interpersonal skills
- Post holder may have to work out of office hours/weekends on occasions
- Experience of working as part of a team

### Desirable

- Knowledge or understanding of cleft lip and/or palate
- Knowledge or understanding of NHS protocols
- Knowledge of evidence-based practice
- Experience of working with customer management databases
- Experience of project management/using project management frameworks

## How to Apply

Please complete the Application Form included in the Recruitment Pack and send to [info@clapa.com](mailto:info@clapa.com) with 'Adult Services Coordinator' in the subject.

You may request an application form in another format by emailing [info@clapa.com](mailto: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 will 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 23.04.21, please assume your application has been unsuccessful.**

**Applications close:** Monday 12<sup>th</sup> April at 9am

**Interviews:** Wednesday 28<sup>th</sup> April am or Friday 30<sup>th</sup> April am.

## Contact

Contact Cherry LeRoy, at [cherry.leroy@clapa.com](mailto:cherry.leroy@clapa.com) if you have any questions about the role or the application process.