



Every smile
tells a story

COMMUNITY ENGAGEMENT 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 Community Engagement Coordinator has lead responsibility for providing people affected by cleft with opportunities to connect with each other and form supportive communities. The post-holder is responsible for ensuring that services are delivered to the highest standard and that the volunteers are supported to deliver events and activities 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.

Community Engagement Coordinator (Part Time)

Job Description

Salary: £28,000 - £31,154 pro rata, depending on experience

Hours: Part-time (21 hours per week)

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 24th December to 2nd 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

The Community Engagement Coordinator has lead responsibility for providing people affected by cleft with opportunities to connect with each other and form supportive communities. The role reports to the Engagement and Services Manager and works closely with members of the Engagement and Services team to plan and deliver a range of online services for parents and families.

The post-holder is responsible for ensuring that services are delivered to the highest standard and that the volunteers are supported to deliver events and activities safely and appropriately.

Key Tasks

- Develop a programme of online events and activities for parents and families and work with service delivery colleagues to ensure that these are delivered in a joined up way.
- Develop organisational policy and best practice relating to CLAPA's online events and activities and ensure that these are understood by all staff members to enable services to be delivered appropriately and consistently
- Be responsible for the management of volunteers whose lead role is to help with delivering online events and activities for parents and families
 - 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
- Promote and raise awareness of all CLAPA's services, taking a lead for online events and activities for parents and families
- Support the fundraising team by helping to promote fundraising activities
- Support the Communications team to:
 - Develop and maintain the Events pages of the website and ensure they are up-to-date
 - Provide data, as required, for promotional stories and to raise awareness of online events and activities for parents and families
 - Administer and moderate relevant CLAPA social media pages
- Keep up-to-date with the communications from the diversity committee and ensure that online events and activities for families are delivered 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

- Proven track record of developing productive relationships with volunteers and beneficiaries
- Proven track record of developing and delivering services for parents and families
- Experience of volunteer recruitment, training and supervision
- Experience of working with parents and families with an ability to motivate and inspire
- Knowledge and understanding of safeguarding issues
- Experience of using social media effectively
- Experience of organising and managing events
- Experience of working with health professionals and external organisations
- Experience of developing 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
- Experience of working as part of a team
- Prepared to work outside of office hours and occasional weekends

Desirable

- Experience of organising and managing online events
- Knowledge or understanding of cleft lip and/or palate
- 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 with 'Community Engagement Coordinator' in the subject.

You may request an application form in another format by emailing info@clapa.com with 'Community Engagement 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 22.04.21, please assume your application has been unsuccessful.

Applications close: Monday 12th April at 9am.

Interviews: Thursday 29th April.

Contact

Contact Cherry LeRoy, at cherry.leroy@clapa.com if you have any questions about the role or the application process.

