



Every smile  
tells a story

# COMMUNITY ENGAGEMENT COORDINATOR Recruitment Pack



## Equal Opportunities & Safeguarding

CLAPA is **committed to safeguarding** and ensuring the welfare of children, young people and adults at risk, 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.**

CLAPA is committed to creating a diverse and inclusive environment and **we welcome applicants from all backgrounds and walks of life.** If you share our values and are passionate about supporting the UK cleft community, we want to hear from you. Our office is in London, but we have staff and volunteers across the whole of the UK. So whether you're down in Cornwall, up in the Scottish highlands, in the Cardiff suburbs or Belfast Central, you'll find a place in our team.

## About 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. A cleft can affect feeding, hearing, speech, teeth placement and more. The treatment pathway can last 20+ years, including several surgeries.

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

## About CLAPA

**The Cleft Lip and Palate Association (CLAPA) is a small charity supporting people born with a cleft and their families in the UK.** We bring together people affected by cleft to help them connect with others who share their experiences, welcoming them into a supportive community for life.

**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.

## CLAPA's Services

- Vibrant **social media channels** which promote positivity, bust myths and celebrate differences.
- **Online support groups** moderated by trained volunteers provide an instant connection for those looking for an informal support network.
- **Regular online events** give people the chance to talk about their experiences and worries and hear from others at all stages of the cleft journey.
- Confidential **one-to-one support** provided by trained volunteer patients and parents who reassure those most in need that they can cope with whatever lies ahead.

- Accredited **information** on cleft led by our community, reflecting their experiences and emotional needs as well as medical facts.
- An **Advocacy Service** that provides tailored information and signposting to those with complex enquiries.
- A **Children and Young People's Council** made up of 9-17-year-olds who meet to share their thoughts and experiences, helping to improve our support services as well as cleft research and NHS care.
- A consultancy service for **researchers** which connects their work with our community.
- A **feeding service** that supplies 15,000 subsidised items of specialist equipment for babies born with a cleft each year, including free of charge items for new and vulnerable families.

*“When my Sonographer told me about my baby's cleft I was devastated. Soon after, I found CLAPA who introduced me to a whole new community of smiles and support. The experience has been amazing.”*

– Parent of young child



## CLAPA's Values

- **Inclusive.** Everyone affected by cleft in the UK, regardless of background, identity or socioeconomic status, should be able to find a warm and welcoming community with CLAPA. We value all voices and want everyone to see themselves reflected in our work.
- **Trusted.** We passionately believe in doing what is best for the UK cleft community. Their needs and voices are at the front and centre of everything we do. We take responsibility for our mistakes and use them as chances to learn.
- **Adaptable.** We seek authentic feedback to help us raise the bar in everything we do. We don't stay stuck in our ways. We follow the evidence, try new things, and change with the times.
- **Collaborative.** We work best when we work together, whether this is as a staff team, as a community, or in partnership with others.

## CLAPA's Strategy

Following a year of global upheaval, CLAPA launched a one-year, digital-first strategy in April 2021 which built on the innovative work trialled during lockdown. This strategy had us re-imagine our services from the ground up with a digital focus that aims to improve accessibility, diversity and sustainability across the board.

As we look ahead to launching a new longer-term strategy in April 2022, we plan to continue to this work to develop a suite of high-quality, community-led, online services which will be able to keep pace with whatever challenges the future may bring.

### **Working for CLAPA**

Most of CLAPA's 16 staff are part-time, and all are partly or wholly home-based. Core working hours are Monday-Friday, 9am-5pm, but all staff have some flexibility around their hours of work and can request changes to their working patterns as per our Flexible Working Policy.

CLAPA is structured around a small Senior Management Team and Chief Executive who report to the Board of Trustees (the majority of whom have a personal connection to cleft lip and palate), and has 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.

Although we work remotely, we keep in constant contact using CLAPA's Slack workspace and regular Zoom catch-ups, so staff are never alone when questions, concerns or ideas pop up.

### **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.

# 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 & Services Manager

**Based at:** Home-based within the UK

### Benefits:

- 25 days paid annual leave (pro rata), plus bank holidays and closure over Christmas from 24<sup>th</sup> December to 2<sup>nd</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

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 online Application Form: [https://CLAPA.formstack.com/forms/clapa\\_application\\_form](https://CLAPA.formstack.com/forms/clapa_application_form)

You may request an application form in another format by emailing [info@clapa.com](mailto:info@clapa.com) with 'Community Engagement Coordinator Recruitment Pack Request' in the subject.

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 are shortlisted you will be asked to complete a criminal records disclosure. To check how information should be disclosed and your rights check [NACRO guidance](#).

If you have not heard from us by 29<sup>th</sup> March, please assume your application has been unsuccessful.

**Applications close:** 21<sup>st</sup> March at 9am

**Interviews:** 31<sup>st</sup> March 2022

## Criminal Record Background Checks

If you are invited for an interview, you will be sent a **Criminal Record Declaration form**. You will need to complete this form prior to the interview, but it will be stored securely and will only be looked at if we wish to make you an offer of employment. If you have declared that you have a criminal record on this form, we will complete a risk assessment process in line with our Safeguarding Policies.

## Contact

Contact Cherry LeRoy, Engagement & Services Manager at [cherry.leroy@clapa.com](mailto:cherry.leroy@clapa.com) or telephone 07985 538982 if you have any questions about the role or the application process.