



Every smile
tells a story

ADULT SERVICES COORDINATOR Recruitment Pack

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Registered Charity in England and Wales (1108160) and Scotland (SC041034)

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 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 in pregnancy, different parts of the face form and come together just above the top lip. For one in 700 people, the different parts don't come together all the way, and 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 that 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 the national charity for people affected by cleft lip and palate in the United Kingdom.

CLAPA supports people affected by cleft to take control of their journey, connect with others, and use their voices to impact the future of care. Our vision is that no one affected by cleft lip and palate in the United Kingdom will go through their journey alone.

Services Include

- Online **events and activities** to help people affected by cleft to feel positive, connected, and confident about the future.
- Providing specialist feeding equipment for babies born with a cleft in the UK, including supplying over 700 new families with free 'Welcome Packs' each year.
- Training parent and patient volunteers to provide one-on-one support to those in need of reassurance, information and a listening ear.
- An accredited information service that is comprehensive, accessible and community-led.
- Training volunteers who help to educate schools, local communities and healthcare professionals about cleft lip and palate here in the UK.
- Collaboration with researchers to make their work accessible to our community. We are well-respected as the voice of people affected by cleft in the UK, and our staff and volunteers sit on a number of boards and committees looking to improve and inform cleft care.



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

Our 2022-25 strategy builds on the bold changes made following the pandemic which saw our services brought online with a focus on accessibility, diversity and sustainability. In the next three years, CLAPA will work on understanding and tackling barriers to support, building strong partnerships with others, and creating enduring resources to educate and empower. Learn more at clapa.com/strategy.

Working for CLAPA

Most of CLAPA's 14 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. We aim to foster a constructive, collaborative culture where all voices and contributions are valued. CLAPA encourages cross-team working and participation in sub-committees to give everyone a chance to learn new skills and have a broader impact on the charity's work.

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.

ADULT SERVICES COORDINATOR

Job Description

Hours: Part-time (21 hours per week)

Contract Type: Permanent

Reporting to: Engagement & Services Manager

Based at: Home or CLAPA Office (London, E2 9DA)

Salary Expectation: £28-32K depending on skills and experience (pro rata)

Benefits:

- 25 days paid annual leave (pro rata), plus bank holidays and closure over Christmas from 24th December to 1st January inclusive.
- Flexible working hours as agreed by manager, access to unpaid leave and 'Time off in Lieu' policy. **Note:** The post-holder will be required to work Mondays to attend meetings, but other working days and arrangements are up for discussion.
- Access to 'Health Assured' Employee Assistance Programme
- 5% non-contributory pension.

Job Description

CLAPA's Adults Support Project 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.

- 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 Project 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
- 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
- Be an active part of the CLAPA Safeguarding team
- 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, ensuring it is kept up to date and liaising with cleft teams around this
- Developing new frameworks around ways of addressing mental health issues and safeguarding frameworks for the cleft community for adults and young adults
- Working closely with the fundraising team to produce reports on Adult Services for external funders
- Manage any budgets related to Adults Services

- Support the fundraising team by keeping up to date with current campaigns and promoting these as appropriate
- Support the Communications team to:
 - Develop and maintain the Adults pages of the website and ensure they are up-to-date
 - Provide content as required for promotional stories and to raise awareness of Adult Services
 - Lead on the moderation of CLAPA's Adults Support Group on Facebook
- Promote and raise awareness of all CLAPA's services, taking the lead for Adults Services
- Keep up-to-date with communications from the Diversity Committee and ensure that Adult 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 to the role

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 managing and moderating online communities effectively
- Excellent skills in customer service and relationship management
- Experience of engaging with communities, community groups and young adults
- 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
- Willingness to work outside of office hours/weekends on occasion as required (e.g. to run events, attend meetings, etc.)
- 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 wellbeing/mental health issues and/or a counselling or psychology qualification
- Knowledge of evidence-based practice
- Experience of working with customer management databases
- Experience of project management/using project management frameworks

There is a requirement in this role to work Mondays for meetings, but we offer flexible working and are open to discussing other working days and arrangements.

How to Apply

Please complete the online Application Form: https://clapa.formstack.com/forms/clapa_application_form

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

All applications are subject to our shortlisting process. 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, we will ask you to complete a criminal records disclosure. Check [NACRO guidance](#) for more information on what should be disclosed and your rights.

If you have not heard from us by 24th August, please assume your application has been unsuccessful.

Applications close: Friday 12th August

Interviews: Wednesday 24th August (in the morning)

Start date: As soon as possible

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 Ellie Dale at ellie.dale@clapa.com or call the CLAPA office on 020 7833 4883 if you have any questions about the role or the application process.

Due to COVID restrictions, our office is closed, but if you leave a message on the answerphone we will call you back as soon as possible. Please leave your full name and phone number when leaving a message.

