



Every smile
tells a story

Recruitment Pack

Family Services Coordinator

Introduction from the Chief Executive

Dear Candidate,

Hello, I'm Claire. I'm the Chief Executive of CLAPA, the UK charity for people affected by cleft lip and palate. I want to tell you about this unique opportunity to join an incredible charity that has supported, connected and empowered people affected by cleft in the UK for over 45 years. I'd like to thank you for your interest in this new and vital role.

We are currently looking for a Families and Volunteering Co-ordinator to lead the development and delivery of our family offer and the implementation of our volunteering strategy. We need someone who is passionate about delivering high-quality events and services that enable our communities to thrive. We are looking for someone who works well as part of a small, dynamic staff team, is willing to champion the charity and values seeing the immediate and lasting impact their work can make. If you think you have the talent, passion and experience to help us ensure we can always meet the needs of the community we serve, we want to hear from you.

Please read on to find the Job Description and Person Specification along with more information about our organisation and details of how to apply. We look forward to receiving your application.

Claire Cunniffe
Chief Executive

A word from our Chair of Trustees

Every charity is experiencing huge challenges. In response, CLAPA has made a significant shift in strategy to meet our unique challenges and serve our wonderful community. Central to that shift is an admission of the need, and a desire to change, how and from where we drive income.

We have a proud history and an amazing story, but this role is key to how we write the next chapter of that story. We don't just want to survive, but to thrive and develop as a charity. You will make the difference we need. With you, we will continue to deliver our amazing services to each one of the three children born every day with a cleft, not just today, but tomorrow and the day after that too. We need your energy, drive, inspiration and skills to do this. We look forward to meeting you.

Oliver Hopkins
Interim Chair of Trustees

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 small 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.

Family Services Coordinator (Fixed Term)

Job Description

Salary: £30,000 to £32,000 per annum FTE (pro rata)

Hours: Part-time, 21 hours per week

Contract Type: Maternity cover – This post is offered on a fixed term contract, expected to last for 1 year

Reporting to: Head of Service Delivery

Based at: Home-based within the United Kingdom. Two days per annum required at the CLAPA Office in London (E2 9DA) for all-staff meetings (travel expenses paid).

Benefits:

- 25 days paid annual leave (pro rata)
- Bank holidays (pro rata) and closure over Christmas from 24th December to 1st January inclusive
- Extra day off during birthday month
- Flexible working hours as agreed by manager, access to unpaid leave and 'Time off in Lieu' policy
- Access to 'Health Assured' Employee Assistance Programme
- 5% non-contributory pension

Job Description

The Family Services Coordinator is responsible for providing families (parents/carers and children up to ten years) affected by cleft with opportunities to access accurate information, connect with each other and form supportive communities. They will champion CLAPA volunteers and will lead on the development and effective delivery of our volunteering strategy. The role reports to the Head of Service Delivery and works closely with members of the Engagement and Services team to plan and deliver a range of online events and services and ensure best practice in volunteer management.

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 and deliver a programme of online events and activities that meet the needs of our family community (parents/carers and children up to 10 years of age).
- Work in partnership with colleagues and other professionals to ensure that the programme is of the highest quality, engages a diverse audience, is accessible and compliments our wider offer.
- 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.
- Lead volunteer management across the organisation including the implementation of the volunteering strategy and ensuring best practice.
- Be responsible for the line management of volunteers directly supporting the delivery of the family programme.
- Lead on the evaluation of family and volunteering programmes, ensuring that performance data, quotes and case studies are regularly captured and recorded and that feedback is acted on in a timely manner.
- Identify and explore innovative ways to develop our services and increase engagement

- Lead the co-ordination of the Family Focus Group including recruitment of members and ensuring that feedback/actions are raised with colleagues as appropriate and that outcomes are effectively reported back to the group
- 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 family and volunteering events and services.
- Support the development and coordination of CLAPA's contribution to external events such as conferences.
- Support the fundraising team by helping to promote fundraising activities.
- Support the Communications team develop and maintain the events, family and volunteering pages of the website.
- Support the administration and moderation of relevant CLAPA social media pages.
- Ensure the wellbeing of colleagues, volunteers & beneficiaries.
- Support team and organisational wide objectives such as strategy development, policy reviews etc.
- Any other duties deemed appropriate.

Person Specification

Essential

- Proven track record of developing and delivering services for families (parents and children up to 10 years)
- Experience of event management and delivery, including utilising Zoom and other online tools to facilitate events successfully
- Project management experience, ideally within an events environment
- Passionate about ensuring that events and services are accessible and successfully engage and meet the needs of a diverse audience
- Experience of best practice in volunteer management including recruiting, training, supervising, celebrating and rewarding volunteers
- Proven track record of developing positive and productive relationships with beneficiaries, colleagues, volunteers and partners
- Experience of working with health professionals and external organisations
- Empathetic and able to motivate and inspire others to take action
- Knowledge and understanding of safeguarding
- 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 to deliver an evening events programme and occasional weekends**

Desirable

- Knowledge or understanding of cleft lip and/or palate
- Practical understanding of co-production and experience of working in partnership with communities to develop services and improve outcomes
- Experience of facilitating focus groups
- Experience of working with customer management databases
- Experience of using social media effectively

About Cleft Lip and Palate

Early 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 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 UK's cleft lip and palate support charity. 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.

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.
- **Information** on cleft led by our community, reflecting their experiences and emotional needs as well as medical facts.
- **Counselling** to enable those feeling overwhelmed, anxious, or depressed to work on any issues in their lives.
- **Support and signposting** for those with those with complex enquiries.
- A **Children and Young People's Council** and several targeted focus groups who meet to share their thoughts and experiences, helping to improve our support services as well as cleft research and NHS care.
- **Mentoring** to help young people address cleft-related challenges and develop coping and communication skills.
- **Camp CLAPA adventure weekends**, a **Penpals project** and other opportunities for children and young people to connect and improve mental health and wellbeing.
- A consultancy service for **researchers** and **health professionals** which connects their work with our community and enables Patient and Public Involvement (PPI).
- 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

Like many charities, 2020-21 saw CLAPA revolutionise its service delivery to better serve communities wishing to access support online and this continued with our [2022-25 strategy](#) which has us building on this work to provide a suite of high-quality, community-led, online services to keep pace with whatever challenges the future may bring.

We are now in the process of developing our 2025-2030 strategy and, as part of CLAPA, you will have the opportunity to play a meaningful role in helping to map out the future direction of the organisation.

Working for CLAPA

Nearly all of CLAPA's small staff team 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 Family Services Coordinator will sit within the Engagement & Services Team. They will join a friendly and supportive team of 5 colleagues that, together, are responsible for the delivery of CLAPA's adults, families, children and young people's and external engagement services. They will develop and deliver events and services that provide accurate information and enable the cleft community to connect, share their lived experience and support each other. The successful applicant will join us at an exciting time as CLAPA finalises the development of our strategy for 2025 and beyond. This is an important and valued role that has a demonstrable impact on the community we serve.

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 'Families Coordinator Recruitment Pack Request' in the subject.

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. We will also ask you to complete a Criminal Record Disclosure form (see below).

If you have not heard from us by Thursday 31 October then please assume your application has been unsuccessful. We regret that due to our small team, we are unable to give feedback on unsuccessful applications.

Applications close: Applications close at 9am on Monday 7 October 2024. We regret that we are unable to consider any applications received after this time.

Interviews: Monday 14 October

Start date: Ideally mid/end November

If the interview or start dates will be an issue for you because of religious festivals or other key dates, we will make every effort to accommodate this. Please get in touch to discuss your requirements.

Criminal Record Background Checks

The role of Family Services Coordinator is subject to an enhanced Disclosure and Barring Service (DBS) check.

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. Check [NACRO guidance](#) for more information on what should be disclosed and your rights.

Contact

Contact Nicky Fawcett at nicky.fawcett@clapa.com if you have any questions about the role or the application process.

You can also call the CLAPA Office on 020 7833 4883. Due to most of our staff being home-based and part-time, there is usually limited cover, 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.

