

# Recruitment Pack

## Involvement Coordinator



# Introduction from the Chief Executive

Dear Candidate,

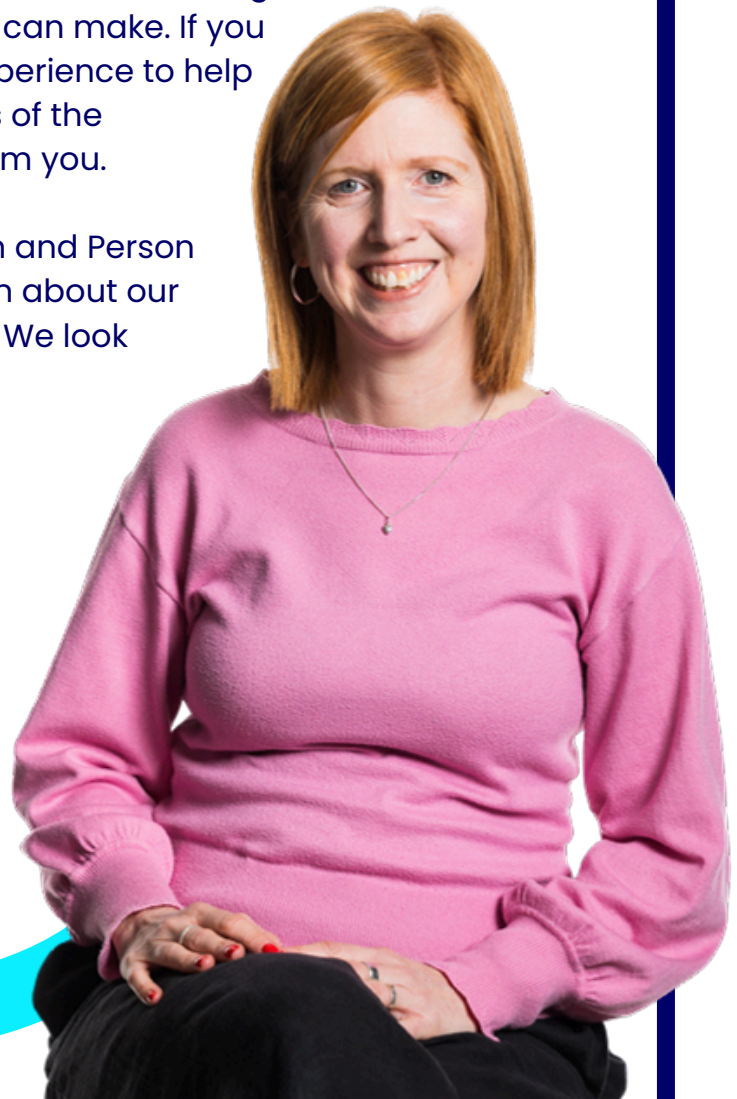
Hello, I'm Claire. I'm the Chief Executive of CLAPA, the UK charity for people affected by cleft lip and palate. I want to tell you about this unique opportunity to join an incredible charity that has supported, connected and empowered people affected by cleft in the UK for over 45 years. I'd like to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

We are currently looking for an Involvement Coordinator to be responsible for increasing, diversifying and strengthening community involvement across CLAPA. We need a proactive and creative individual with experience in community engagement, co-production and digital delivery, who is passionate about amplifying the voices of people with lived experience and committed to inclusive, accessible ways of working.

We are looking for someone who thrives 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

Charities must continue to grow and evolve, particularly in a rapidly changing world where communities, technology and the ways people connect are constantly developing. At Cleft Lip and Palate Action, we recognise the importance of embracing new opportunities, modern communication tools and innovative ways of working to ensure we can reach, support and empower as many people as possible. By continuing to adapt and evolve, we can ensure that our services remain relevant, impactful and responsive to the needs of the cleft community both now and in the future.

This role is central to helping us deliver that ambition. As an organisation built on lived experience, compassion and action, we are committed to ensuring that every person affected by cleft has access to the support they need throughout their lives. From the one in three children born with a cleft every day, to parents, families and adults within the community, our work goes beyond one moment or one stage of life. We are building a modern, agile and ambitious organisation that is growing alongside the community it serves.

Join us by bringing the best and most unique version of yourself and help shape the future of Cleft Lip and Palate Action.

**Oliver Rendell**  
**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.

## Involvement Coordinator (Part Time/Permanent)

### Job Description

**Salary:** £34,750 FTE (per annum, pro rata)

**Hours:** Part-time (21 hours per week) Permanent

**Reporting to:** Involvement Manager

**Based at:** This is a primarily remote role, home-based within the United Kingdom. There is a minimum of four days per annum required at the CLAPA Office in London (E2 9DA) for all-staff meetings and E&S Away days. It is anticipated that there will be additional travel of around 10 days relating to service delivery activity, attendance at conferences and external meetings (travel expenses paid).

**Flexible working:** We know that the traditional 9-5, five days a week doesn't suit everyone and are open to discussing requests with applicants.

### Benefits:

- 25 days paid annual leave (pro rata)
- Bank holidays (pro rata)
- Closure days each year from 24th December to 1st January inclusive, comprising bank holidays and additional paid leave
- 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% defined contribution pension
- Access to free eye care vouchers



## Job Description

The Involvement Coordinator is responsible for increasing, diversifying and strengthening community involvement across CLAPA. Working closely with colleagues, they will ensure that the cleft community is at the heart of everything we do, championing engagement, inclusion and co-production across all activities. They will create and enable a spectrum of meaningful involvement opportunities that support CLAPA's work, amplify the voice of the cleft community, shape the future of our services and enable change. They will demonstrate the impact of involvement and enable us to continuously improve.



## Key Tasks

### Involvement and Community Engagement

- Plan and deliver co-produced projects, primarily online (via Teams/Zoom), using engaging and accessible approaches that enable meaningful participation.
- Enable the development and delivery of CLAPA's Involvement Strategy ensuring that it is successfully embedded across the organisation and reflects the fact that we are a digital first organisation.
- Develop innovative ways for CLAPA to effectively hear from and involve those with lived experience of cleft.
- Work in partnership with colleagues to develop a spectrum of involvement opportunities, from light touch participation through to co-production and formal volunteering.
- Champion co-production as a key approach to engaging the cleft community, including by providing support and training for colleagues.
- Enable the implementation of the Diversity, Equity and Inclusion (DEI) Action Plan, working in partnership with colleagues to increase engagement and ensure that CLAPA reaches underserved communities.
- Provide effective oversight for CLAPA's formal volunteering programme, including leading on the development and implementation of policies and processes, providing support for line managers and managing volunteers directly as appropriate.
- Enable the celebration of involvement, ensuring that everyone that gives their time is recognised appropriately and understands the impact of their involvement.
- Support the delivery of the consultancy service, providing Patient and Public Involvement (PPI) advice and services externally and coordinating the PPI bursary.
- Support the co-ordination of the Cleft Development Group (CDG) Patient Engagement Group (PEG), enabling it to achieve its priorities.
- Work collaboratively with NHS cleft teams, Clinical Excellence Networks (CENs), researchers, and other key partners to champion and advance co-production across the cleft community.

### Impact & Reporting

- Work in partnership with the data team to ensure effective CRM systems, data capture and reporting.
- Conduct regular analysis of involvement data to monitor progress, identify trends and map the involvement journey.
- Support the Involvement Manager in the development and implementation of an evaluation framework to enable effective KPI and outcome measurement and demonstrate the impact of CLAPA's involvement work.

## Key Tasks

### Stakeholder & External Relations

- Build positive and impactful relationships with colleagues, the community, clinicians, researchers, and other stakeholders.
- Work in partnership with the Communications team to increase engagement, promote opportunities, identify community stories, support the development of resources, and provide content for the website, etc.
- Support CLAPA's fundraising efforts by contributing to the development of funding applications, writing reports, providing data, identifying relevant community stories, and promote fundraising activities.

### General Responsibilities

- Ensure that all activities are delivered in line with CLAPA's safeguarding and health & safety policies and processes.
- Provide ad hoc support across the Engagement & Services team.
- Work flexibly, including outside office hours, to regularly deliver evening events and occasional weekend activities.



## Person Specification

### Essential

- Strong practical experience of co-production, planning and delivering structured activities that enable service users to shape the design, development and delivery of services.
- Proven ability to develop and embed involvement approaches, working with people with lived experience to create meaningful opportunities and applying best practice in inclusive participation.
- Demonstrable success in community engagement, effectively reaching and engaging diverse and underserved audiences, particularly through online activities.
- Excellent understanding of Diversity, Equity and Inclusion (DEI) principles and how they apply to service delivery and involvement.
- A confident facilitator of online and in-person events and activities for service users, volunteers and stakeholders.
- Experience of best practice in volunteer management including recruiting, training, supervising, celebrating and recognising volunteers.
- Good understanding of Safeguarding practices and responsibilities when working with vulnerable groups, and how it applies to involvement.
- Ability to monitor and evaluate services, using data to assess effectiveness and drive improvement including confident use of CRM systems for data management, reporting and articulating system requirements.
- Collaborative, compassionate and community-focused, able to balance empathy with professionalism and confident in advocating for others while empowering them to find their voice.
- Excellent interpersonal and communication skills, including the ability to communicate complex information in an accessible way and not afraid to challenge as appropriate.
- Ability to develop and maintaining positive relationships with service users, clinicians, researchers and other external stakeholders.
- Excellent organisational and time management skills, with the ability to manage multiple priorities effectively.
- Proficient in using IT systems, including Microsoft Office and online service delivery platforms including Zoom and Teams.
- Commitment to CLAPA's vision and values, and a clear enthusiasm for providing meaningful support to others.

### Desirable

- Experience of delivery in a charity, NHS or other health or social care setting.
- Experience of engaging and involving children and young people.
- Understanding of the challenges faced by those affected by cleft lip and/or palate or similar conditions.

# About Cleft Lip & 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

Cleft Lip and Palate Action (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.

## CLAPA's Services

- 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.

## 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**

CLAPA's 2025–2030 strategy aims to provide comprehensive support for people affected by cleft lip and palate, ensuring no one goes through their journey alone. We continue to deliver vital services like the feeding service, peer support, counselling, and Cleft++ Mentoring, while expanding our digital offerings for greater accessibility. Our core focus is on Investing in our people and infrastructure, Empowering the cleft community to have a voice in care, and Informing through accessible resources. Additionally, we Connect individuals through community-building and Reassure them with personalised support. We are also embarking on a new era of campaigning and advocacy to influence cleft care policy, supported by a refreshed brand and a new website. With an enhanced income generation strategy, we seek to forge lasting partnerships with donors, corporations, and supporters to drive forward these ambitious goals.

## **Working for CLAPA**

Nearly all of CLAPA's staff team are 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 led by a 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 Teams catch-ups, so staff are never alone when questions, concerns or ideas pop up.



## This post

The Involvement Coordinator will sit within the Engagement & Services Team. They will join a friendly and supportive team of seven colleagues who, together, are responsible for the delivery of CLAPA's adult, family, children and young people and involvement services.

The post holder will support the development of our involvement service across the staff team as well as externally with cleft team professionals and researchers which will enable the cleft community to ensure their voice is represented making a real difference to cleft services across the UK.

## How to Apply

Please complete the online Application Form: [CHARITY JOB APPLICATION FORM](#)

You may request an application form in another format by emailing [info@clapa.com](mailto:info@clapa.com) with 'Involvement 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).

## Shortlisting

We shortlist candidates primarily based on answers to the '**Skills, Experience and Additional Information**' question in our application form. You should answer this question by referring to the Job Description above and addressing each point of the person specification by explaining how you meet the requirements based on your skills and past experience (paid and voluntary).

**Employment and education history** is considered later in the shortlisting process; you should include all directly relevant information in the 'Skills, Experience and Additional Information' section even if it is repeated in your employment and education history.

**We shortlist anonymously**, meaning we do not see your name or other personal details until we have made decisions.

We can only use the information provided in your application to evaluate your candidacy. **If you have been involved with CLAPA in the past**, you must explain this in detail in your application (including any relevant skills and experience gained) for it to influence our decision-making.

## Dates

If you have not heard from us by Tuesday 23<sup>rd</sup> June 2026, 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:** 5pm on Wednesday 10<sup>th</sup> June 2026

**Interviews:** Monday 22<sup>nd</sup> & Tuesday 23<sup>rd</sup> June 2026

**Start date:** To be agreed

Please be advised that this vacancy may close ahead of the advertised deadline should we receive a significant number of applications and so we advise submitting applications early.

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

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.

## DBS Checks

All roles are assessed in line with CLAPA policy against current DBS check requirements. Successful candidates may be required to complete a relevant level DBS check and may need to join the DBS update service as necessary. This requirement will be dependent on the role and this will be discussed further at interview.

## Contact

Contact Gillian McCarthy at [Gillian.McCarthy@clapa.com](mailto:Gillian.McCarthy@clapa.com) if you have any questions about the role or the application process.

You can also call CLAPA on 0207 833 4883 to leave a message on our answerphone, and we will call you back as soon as possible.

# Thank *you* for your interest



   @clapacommunity

 clapa.com

 020 7833 4883

 **The Green House, 244-254 Cambridge  
Heath Road, LONDON E2 9DA**

Cleft Lip and Palate Action (CLAPA) is the operating name of Cleft Lip and Palate Association, a registered Charity in England and Wales (1108160) and Scotland (SC041034), which is a company limited by guarantee registered in England and Wales (5206298).