

# Recruitment Pack

Youth Engagement 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 looking for someone who is passionate about empowering young people, thrives in a small, dynamic team environment and understands the importance of creating safe, inclusive and meaningful spaces where young people can be heard and supported. This role would suit someone who values building genuine relationships, believes in the power of co-production and is motivated by seeing the direct impact their work can have on the confidence, wellbeing and experiences of children and young people.

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.

## Youth Engagement Coordinator [Part time]

### Job Description

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

**Hours:** 21 hours per week (Part-time: Work pattern to be agreed. We have a particular need on Fridays currently, but will consider individual requests)

**Contract Type:** Permanent

**Reporting to:** Children and Young People's (CYP) Manager - Engagement and Services (E&S) team

**Based at:** This is a primarily remote, home-based role within the United Kingdom. The postholder will be required to attend the CLAPA Office in London (E2 9DA) for around 10 days per year to enable in-person service delivery, all-staff meetings, E&S Away Days and collaborative working. The role will also deliver in-person residential weekends for approximately 14 days per year at various locations across the UK. Additional travel relating to conferences and external meetings may also be required (travel expenses paid).

### 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 Youth Engagement Coordinator will support the development and delivery of innovative, relevant and responsive services, events and resources for young people born with a cleft lip and/or palate aged eight to seventeen. They will enable involvement through co-produced projects, ensuring that young people have a voice when it comes to informing service design and delivery and influencing change externally. They will embed diversity, equity, and inclusion (DEI) and work to increase reach and broaden engagement, including with underserved communities.

## Key Tasks

### Service Delivery and Development

- Support the development and delivery of Camp CLAPA residential weekends for 8–12 year olds.
- Support the development and facilitation of CLAPA's Children and Young People's Council (CYPC) and their meetings and events.
- Lead the development and delivery of Cleft++, CLAPA's mentoring service for 10–17 year olds.
- Support the development and delivery of CLAPA Companions penpal service for 6–15 year olds.
- Support the CYP Manager in developing new and innovative services for young people through collaborative working and co-developed projects.
- Enable a range of involvement opportunities, from formal volunteering roles to ad hoc participation, including opportunities for individuals to share their stories.
- Respond to enquiries and requests for support from young people and their families.



### **Volunteer Support and Supervision**

- Recruit, support, and line-manage a team of volunteers, ensuring they are equipped and motivated to deliver services effectively.

### **Safeguarding, Health & Safety & Compliance**

- Respond effectively, safely and robustly to safeguarding, data protection and confidentiality issues.

### **Stakeholder & External Relations**

- Build excellent working relationships with children and young people, ensuring they feel welcomed and included and that their safety and support needs are fully met across services.
- Collaborate with other teams to produce the best outcomes for young people. Working closely with Communications and Marketing colleagues is key to improving reach and ensuring young people know and want to engage with CLAPA.

### **Impact & Reporting**

- Monitor, evaluate and effectively demonstrate the impact of young people's services through data collection, case studies, feedback, and performance reports, ensuring insights are acted upon.
- Support CLAPA's fundraising initiatives by promoting activities, contributing to funding applications, and preparing reports.

### **General Responsibilities**

- Provide ad hoc support across the E&S team as required.
- Work flexibly, including outside office hours, to deliver regular evening and weekend events.



## Person Specification

### Essential

- Experience of working with disadvantaged and marginalised young people aged 8–17 and a good understanding of the challenges that young people may face.
- Strong understanding of safeguarding practices and responsibilities in working with vulnerable groups.
- Caring and compassionate, able to hold a space to sensitively support young people whose situations may be complex and to respond with empathy and professionalism.
- A confident facilitator with experience of delivering a variety of fun and engaging online and in-person workshops and events.
- Excellent understanding and practical experience of co-developing projects and involving those with lived experience in the design and delivery of services.
- Good understanding of diversity, equity and inclusion principles and how they apply effectively in practice.
- Excellent people skills and proven experience of building successful relationships with a diverse range of people.
- Excellent organisational, planning and time management skills, able to manage multiple priorities effectively.
- Strong work ethic, resilience and capacity to work quickly and under pressure to juggle competing priorities whilst maintaining strong oversight of quality and keeping needs of young people at the forefront.
- Ability to work independently and as part of a team.



## Person Specification

### Desirable

- Qualification in youth work or other relevant studies.
- Previous experience of leading, supporting, and developing a small team of staff and/or volunteers.
- Good proficiency with Microsoft Office, Zoom, Padlet, Mural and other relevant platforms used in a youth space.
- Ability to manage budgets and resources efficiently.
- Previous experience in data analysis and monitoring and evaluating services to ensure continuous improvement.
- Understanding of the challenges faced by individuals and families affected by cleft or similar conditions or a willingness to learn.
- Experience of facilitating skills-based and personal development opportunities to enable young people to achieve their individual and collective goals.
- Demonstrable experience of community engagement, including reaching underserved communities.

**Key dates in 2026:** We will be running a residential Camp CLAPA weekend from 2<sup>nd</sup> to 4<sup>th</sup> October 2026. We would love the successful candidate to join us at this event. We understand this may not be possible due to prior commitments, and individual availability will not affect a decision on suitability for the role.



# 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. Aiming to support 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

Almost 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 Youth Engagement 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 develop and deliver services for eight- to seventeen-year-olds, which will enable the young cleft community to connect, share experiences and access guidance and emotional support. Shaping what support looks like, creating positive impact and strengthening reach, this new role for CLAPA will make a real difference to the lives of children and young people born with a cleft.

## 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 'Youth Engagement 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 Thursday 12<sup>th</sup> June, 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 Sunday 31st May 2026

**First Stage Interviews:** Monday 8<sup>th</sup> until Thursday 12<sup>th</sup> June 2026

**Second Stage Interviews:** Tuesday 16<sup>th</sup> June 2026

**Start date:** 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 Claire Evans at [claire.evans@clapa.com](mailto:claire.evans@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

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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).