

CONNECTED BY CLEFT: Volunteer Roles



Registration

You are the first point of contact for everyone arriving. Your job is to welcome people warmly, check their name off the list, hand out name badges and connection cards. You do not need to know everything about the day, just be warm, calm and welcoming. You will be at the registration desk from 9.15 until everyone has arrived. You will also participate fully in the day alongside this role.

Greeter

Your job is to make people feel welcome from the moment they walk in. Introduce people to each other, guide them towards the refreshments and the wall displays, and keep an eye out for anyone who looks unsure or a bit lost. You are also the friendly face at the informal close at the end of the day, helping people feel comfortable staying on and continuing conversations. Your role is to make sure no one is left standing alone. You will also participate fully in the day alongside this role.

Buddy

Your role is to support people throughout the day, particularly anyone who might need a bit more support to feel included or to navigate the activities. You might sit with someone during a station, help them find a conversation partner, or just check in with people between activities. You will also participate fully in the day alongside this role.

Icebreaker Lead

Your job is to run the opening icebreaker with the question 'What's the worst pizza topping'. You'll kick it by breaking everyone into small groups, maybe share your own first to get people laughing and sharing. We'll have people sharing for about 10 minutes to allow the conversation to flow. It should feel energetic, fun and low pressure. We then convene back for 5 minutes to share with the wider group. You will also participate fully in the day alongside this role.



www.clapa.com



[@clapacommunity](https://www.instagram.com/clapacommunity)

CONNECTED BY CLEFT: Volunteer Roles



Peer Support

You're a friendly, informal point of contact for anyone who needs a bit of emotional support or just someone to talk to during the day, be present, approachable and kind. If someone seems overwhelmed or needs a moment, you can sit with them, point them towards the quieter space, or just have a gentle conversation. You will also participate fully in the day alongside this role.

Station Lead

Your job is to hold the energy at your station and help people engage with what is there. Welcome people as they arrive at the station, point them towards the materials, and gently draw out quieter voices if needed. For the conversation pairs station your role is to collect conversation cards at the end of each rotation. You will also participate fully in the activity and the full day alongside this role.

Hospitality

You're in charge of making sure refreshments run smoothly throughout the day, setting up tea, coffee and snacks at arrival, keeping things topped up during the day, and helping with lunch. You will also have time to participate in the activities between your hospitality responsibilities.

Scribe

Your job is to take notes throughout the day, capturing key themes, quotes and insights from the stations and reflections. You can bring your own laptop or iPad, or write by hand, whatever works best for you. At the end of the day, you'll send your notes to CLAPA. You will also participate fully in the day alongside this role.



www.clapa.com



[@clapacommunity](https://www.instagram.com/clapacommunity)

CONNECTED BY CLEFT: Volunteer Roles



Event Reporter

Your job is to observe the day, take notes, whilst still participating fully in the event and help to write a short report for CLAPA afterwards. You are looking for the moments that matter, connections being made, insights shared, things that surprised people and things people agreed on. Look out for: did people make new connections, and did people gain a new perspective they did not have before. You will draw on the scribes' notes as well as your own observations. You will also participate fully in the day alongside this role.

Feedback Collector

Your job is to distribute feedback forms at the closing circle and help people complete them if needed. Make sure everyone has a form and a pen, collect them all in before people leave, and hand them to the CLAPA team at the end. You will also participate fully in the day alongside this role.

Set-up

You will arrive at 8.45 to help set up the space. This includes putting content on the walls, laying out materials at each station, and making sure the room feels warm and ready before anyone arrives. You will be given clear instructions in advance about what goes where. You will also participate fully in the day alongside this role.

Clean-up

You will stay on at the end to help pack everything away. This includes carefully collecting all wall materials, Post-it notes and conversation cards so that nothing is lost. Please handle them carefully and hand everything to the CLAPA team before you leave. You will also participate fully in the day alongside this role.



www.clapa.com



[@clapacommunity](https://www.instagram.com/clapacommunity)