

Changing Faces

Job Description: Changing Faces Practitioner (“CFP”) - Children and Young People (0.8 – 1.0 wte)

Job Specification

The Client Service’s aim is to enable adults or families who contact Changing Faces directly or through one of their professionals to feel understood and more positive about their appearance and quality of life by increasing their self-confidence and self-belief through application of our disfigurement life-skills model.

The first port of call for all clients will be the Changing Faces Helpline, which will refer appropriate clients to the CFP.

The services provided by Changing Faces will be:

- a **national Helpline** providing advice and information, and signposting people to Changing Faces Practitioners, the Skin Camouflage Service or other agencies
- support from a **Changing Faces Practitioner** (face-to-face, phone, online and in groups) using the FACES package [see box, below]
- the **Skin Camouflage Service** delivered by our volunteers in NHS hospitals, local community settings and Red Cross premises
- a range of **self-help resources** and information for individuals, parents and teachers.

The FACES Package: FACES enables individuals to adjust successfully to a disfigurement – our experience and research confirms that this adjustment is facilitated if they:

Find out so that they have realistic information about their condition and its treatment

Gain a positive ‘**Attitude**’ about their future built on resilience and determination

Cope with their feelings by discussing them with family, close friends or a Practitioner/professional

Exchange and share their experiences with and learn from others in similar situations

Strengthen their **Social skills** to manage other people’s reactions and make new friends.

The CFP - Children and Young People has the following responsibilities:

1. Client work

- To respond empathetically and confidentially to requests for support from clients including children, young people, family members, carers, schools and other professionals
- To assess each client’s needs
- In collaboration with the client, to deliver the FACES package of intervention including the application of CBT or related techniques to address negative attitudes, training in social skills development and the application of counselling skills to develop resilience and ability to cope with challenging emotions
- To refer clients to other organisations or individual specialists as appropriate
- To advise and support schools and education staff in relation to their responses to children with disfigurement, their families and the school context
- To advise and support families and carers in their relationships with children and young people
- To attend individual clinical supervision, and group or peer supervision as necessary, which may be provided in-house

- To conduct client work and professional support in Changing Faces offices, schools, hospitals and other outreach settings
- When needed, to provide cover for the Helpline.

2. Group work

- To develop and run regular exchange sessions and to run regular social skills training sessions.

3. Development and training

- To support the development of new resources, ideas and services
- To contribute to the development of resources
- To keep abreast of developments in similar or parallel fields of work and to adapt any relevant ideas in the interests of our clients
- To support the induction of new CFPs.

4. Evaluation and research

- To ensure thorough evaluation of all the work of the Client Service is undertaken effectively
- To participate fully in any independent research to be undertaken to assess *Changing Faces'* approach
- To adhere to the charity's Quality Assurance framework.

Person Specification

It is expected that the CFP - Children and Young People will have:

Professional:

Essential

- A recognised post-graduate qualification in psychology, psychotherapy or counselling or to be an experienced care professional, eg social care work, healthcare or a teacher
- At least two years' experience of working with children and young people as clients
- Experience of autonomous management of a client case load
- Knowledge of one or more of health services, social services and education systems
- Very proficient computer skills - Microsoft Office suite, email (Lotus Notes would be an advantage) and internet

Desirable

- Experience of providing telephone support for children and young people
- Experience of providing support by email and IMS
- Experience of working with clients with complex body image or health concerns
- Knowledge and experience of the NHS
- Knowledge and use of Cognitive Behavioural Therapy or similar
- Experience of working in the voluntary sector
- Knowledge and experience of social care / mental health
- Experience of working with volunteers
- Qualification in or proven track record of managing and running groups.

Personal:

Essential

- Excellent communication and interpersonal skills, written and oral
- Proven ability to work independently
- Empathy with and willingness to work within the philosophy and practices of *Changing Faces*

- The ability to liaise and work with staff at all levels
- Ability to manage competing demands
- Willingness to travel out of London occasionally and to do occasional weekend work (for which Time off in Lieu can be taken).

Desirable

- Personal, family or professional experience of disfigurement.

Accountability

S/he will be accountable to the Head of Client Services.

Salary and terms of employment

The role is available on a 0.8, 0.9 or 1.0 wte basis – 4, 4.5 or 5 days a week.

It will be based at the charity's HQ, the Squire Centre, 33-37 University Street, London WC1E 6JN. The salary is on Changing Faces' Grade D range, £30,300 - £32,300 per annum.

The employment will be based on: 37 hours per week (pro rata), 25 days' annual leave, a pension contribution for those who have completed a probationary period satisfactorily, and standard sickness and absence conditions.

Background information about Changing Faces

What's the problem that Changing Faces is addressing?

- The face is the centre of a human being's self-image, the canvas on which personality and mood is portrayed and the signal box in all social encounters; the appearance of other parts of their body also affects a person's self-image and how others see them
- Disfigurements have many causes – birthmarks, clefts and cranio-facial syndromes, scarring from accidents, violence, warfare, cancer and its treatment, eye or skin conditions and facial paralysis. They affect 1.3m people in the UK and millions worldwide.
- In our looks-conscious society, people with disfigurements are vulnerable to debilitating self-consciousness and social anxiety, depression, low self-esteem and confidence
- They are also subject to prejudice and discrimination because public attitudes towards disfigurement are still pervasively negative. This can cause them to feel isolated, even suicidal, and to be un- or under-employed or unable to achieve their potential
- Professionals and policy makers in health care, education and employment admit they fail adequately to address the psycho-social challenges of people with disfigurements.

Note: 'Disfigurement' is a collective word referring to the effect that any trauma or medical condition or their treatment can have on the appearance of a face or body, making it look different, unusual, scarred or asymmetrical, or cause it not to function normally. It is used in the UK's Equality Act 2010 protecting people from discrimination.

What is Changing Faces aiming to do about this?

Our vision is a world in which people with disfigurements are confident, valued and included as citizens, students and employees, and receive comprehensive health care that fully addresses their psychological, social and practical needs. Our mission is to demonstrate what help should be provided, to argue for its widespread availability, to raise awareness of disfigurement prejudice and campaign for a fair society.

We seek to bring about five 'transformations' in the UK and internationally to achieve this:

1. Individuals: we seek to help people of all ages transform their experience of a disfigurement as a barrier to success to being confident and realising their aspirations
2. Professionals: we seek to transform the understanding and skills of professionals in health, education and workplaces to provide psycho-social support and advice
3. Institutions: we seek to transform health, education and related systems so that they routinely ensure excellent services and inclusive education and workplaces
4. Legal protection: we seek to transform the legal protection for people whose faces or bodies are unusual so they are not exposed to harassment, bullying or discrimination
5. Society: we seek to transform public attitudes from seeing disfigurement as tragic, life-limiting or unpleasant to celebrating facial and physical diversity.

So what does this mean in practice for 2011-12?

Our Annual Plan comprises two Programmes:

1. Changing Lives: We aim to continue to make our package of help (known as FACES) accessible to individuals and families (and their health professionals and teachers) through our London team of specially-trained Changing Faces Practitioners (CFPs) and available in self-help format via our website.
2. Changing Minds: we will continue to roll out our Face Equality campaign to promote fair treatment and equal opportunities for all irrespective of their appearance by:
 - advocating for better psycho-social services for people with disfigurements
 - finding creative ways to raise awareness (via media, film, adverts, social networking)
 - influencing schools and employers to create inclusive environments
 - lobbying politicians at all levels in the UK for sound anti-discrimination legislation.

Further information about the work of the charity can be found at www.changingfaces.org.uk.

Disclosure Information for Job Applicants

As Changing Faces meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment in relevant roles will be subject to a criminal record check, an "Enhanced Disclosure", from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.

A criminal record will not necessarily be a bar to obtaining a position. All Disclosure information will be used fairly. When Changing Faces seeks a Disclosure, you should be aware that you are able to obtain a copy of the Criminal Records Bureau's Code of Practice from our offices. We have a written security policy covering the correct handling and safekeeping of Disclosure information.

Application procedure

Applicants should complete the Application Form and return it **together with their CV** by **12 noon on Friday 3rd February 2012**. Short-listing will be carried out by assessing how candidates meet the criteria listed in the Person Specification.

Two Referees should be named but will be contacted only with applicants' explicit consent, after any interview.

Short-listed candidates will be notified on **Tuesday 7th February**. Please ensure you have included a contact telephone number for that day on your Application Form.

Interviews will be held on **Thursday 9th February** in London. We will attempt to be flexible in the case of holidays.

Changing Faces is striving to be an Equal Opportunities employer. Changing Faces cannot undertake correspondence or telephone discussions about this post.

January 2012