

Changing Faces

Job Description: Head of Client Services

The Head of Client Services' prime responsibility is to ensure effective delivery, evaluation and continuing development of the services provided by Changing Faces.

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 Changing Faces Practitioner (CFP) team currently consists of two Adult CFP's (1.2 wte), two Children's CFP's (1.7 wte) and the Client Service Team Assistant (1.0). We are in the process of seeking funding to recruit more CFPs and place them in the community or within the NHS. The Service Quality Manager is responsible for the development and implementation of the Quality Assurance Framework.

The Head of Client Services will be expected to hold a case load of adult clients (equivalent to approximately 2 days per week).

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.

Job Specification

The Head of Client Services has the following responsibilities:

1. *To ensure the effective delivery of Changing Faces' client services through:*
 - Management and supervision of CFPs in London and other locations
 - Working closely with the Service Quality Manager to ensure high quality of service delivery, adherence to service standards and demonstration of outcomes
 - Offering advice and support on clinical issues to the Skin Camouflage Service Practitioners and management.
2. *Planning and budget management*
 - To develop and agree an annual programme plan in line with the strategic plan
 - To develop plans for the growth and improvement of client services
 - To prepare an annual budget for Board approval and to manage the annual budget once agreed.
3. *Service Development*
 - To develop proposals for the improvement and growth of Changing Faces' services

- To be informed of relevant clinical and policy developments relevant to Changing Faces' services.
4. *Personnel and team leadership*
- To develop effective team working within the team and with other teams
 - To lead the recruitment of team members
 - To conduct annual appraisals and personal development reviews with all team members together with the Deputy Chief Executive.
5. *Funder relationships*
- To develop contribute to the development of proposals / applications for funding / grants / donations
 - To prepare reports on projects and services for grant-makers, donors etc.
6. *Public representation*
- To be the public face of the charity within their area of operation as appropriate.
7. *Clients*
- To respond to enquiries and work directly with adult clients needing CFP support
 - To advise and support professionals working with clients who have appearance concerns
 - 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.

Person Specification

The Head of Client Services will demonstrate:

Professional qualifications, experience and knowledge

Essential

- A recognised, post-graduate qualification in psychology, nursing, counselling, child development, social work or similar, allowing direct work with adults in a therapeutic / empowering / healthcare setting
- At least two years' experience of working with adults as clients
- Experience of managing specialists/staff in working with adults in a therapeutic or social care context
- Understanding of psychological principles as they apply to health and social care
- Understanding of safeguarding issues and ability to manage related challenging situations
- The ability to manage a multi-disciplinary team
- Familiarity with health and social services, education and the voluntary sector
- The ability to liaise and work with staff and organisations at all levels
- Experience of strategic policy development, report writing on service monitoring etc
- Experience of evaluation and applied research within a clinical setting
- Very proficient computer skills - Microsoft Office, databases, email and calendar applications (Lotus Notes would be an advantage) and internet.

Desirable

- Understanding of the complex issues experienced by individuals with a medical condition that affects appearance
- Experience of supervising individual and group casework

- Experience of working in partnership with fundraising, communications and campaigns teams.

Personal skills and abilities

Essential

- An efficient self-starter able to take both responsibility and initiative and to work closely with other members of our team in a collaborative way
- Excellent communication and interpersonal skills, written and oral
- High level of attention to quality and detail
- Ability to delegate effectively
- Ability to prioritise competing demands on the service
- Desire to work within the philosophy and practices of Changing Faces
- Willingness to travel out of London and work occasional weekends.

Desirable

- Personal, family or professional experience of disfigurement.

Accountability

S/he is accountable to the Deputy Chief Executive.

Salary and terms of employment

The role is full-time, based at the charity's HQ, the Squire Centre, 33-37 University Street, London WC1E 6JN. The salary is on Changing Faces' Grade B range, £41,000 - £45,000 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