

Changing Faces

Job Description: UK Network Officer - East and South East

Changing Faces' UK Network Officers are the charity's key contacts and representatives in their respective country/region. This is part of the charity's strategic development to make its services and campaigns more accessible to people with disfigurements throughout the UK.

The UK Network operates across Wales, Scotland and Northern Ireland and the English Regions. These are the North, the Midlands, the South and South West, and East and South East.

The UK Network is managed by the Head of UK Network. The Officers work closely with each other, and each is supported by a local Advisory Group comprising a range of professionals with an interest in disfigurement from the health service, education, the voluntary sector, the media and individuals with personal experience of disfigurement.

Background to *Changing Faces*

Changing Faces' mission is to work for a better and fairer future for people who have disfigurements to their face or body from birth, accident or disease, and their families. It is the UK's leading disfigurement charity, based in London and with offices in Wales, Scotland and Northern Ireland. The charity's annual income is c.£1.6 million and it has a 30-strong team of specialists – counsellors, teachers, trainers, policy and communication experts.

The charity aims to support and represent people with disfigurements in the UK and around the world to achieve their full potential, receive excellent health, education and employment opportunities and be fully included in their society.

Our focus is on the psychological and social impact of disfigurement on the life of anyone who experiences it – and we are committed to enabling everyone, whether or not they have a disfigurement, to face it with confidence. In today's increasingly appearance-conscious world, our ethos is that it is perfectly OK to look 'different' – and indeed, anyone who does has every right to be accepted, supported and included in all aspects of life.

We have three Programmes:

1. **CARING**: our Caring Programme builds the self-esteem and self-confidence of children, young people and adults (and their families) who contact the charity to meet the challenges they face
2. **CATALYST**: Our Catalyst Programme informs and trains professionals in health and social care, education and in the workplace to promote improved psycho-social care, inclusive schools and colleges and prejudice-free employment and customer services for people with disfigurements
3. **CAMPAIGNING**: Our Campaigning Programme works with the general public, the media and cultural opinion-formers to promote face equality principles and bring about changes in attitudes and behaviours that limit the life prospects of people with disfigurements

Our UK Network of Officers in Wales, Scotland Northern Ireland and in the England regions, act as signposts to specialist help and promote best practice and face equality in their settings.

Job Specification

The UK Network Officers seek to establish the work of the Charity across the UK. The Officers operate as ambassadors for *Changing Faces*, developing understanding of their country/region to promote the charity's work; in particular identifying opportunities to influence and train the mainstream at their level. Officers work closely with *Changing Faces* expert staff based in London to deliver the organisation's objectives. *Changing Faces* recognises the devolved nature of the countries that constitute the UK, seeking to operate in these contexts and to align the English regions with the work of regional Government Offices (and any such successor bodies).

The role of the Country/Regional Officer is:

Work with wider Society

- To promote the Face Equality campaign to the general public locally, securing commitment by local stakeholders – media, employers etc – to the campaign and involving and developing the role of local *Changing Faces* Face Equality Champions
- To develop the Champions' role as role models, especially in gaining informed media coverage/portrayals, and in PR to deepen public awareness
- To develop and support local fundraising groups to support the financial sustainability of *Changing Faces*' work in the country/region.

Work with Professionals

- To raise the awareness and skills of NHS staff, teachers and employers in addressing the psycho-social aspects of disfigurement including through talks and training days
- To network with health professionals at primary care level and in specialist NHS units (e.g. in plastic and maxillo-facial surgery, dermatology) and education professionals in schools and colleges, to acquire up-to-date knowledge of the current services available and to advocate for the improvement of local statutory services
- To secure commitment to Face Equality at Work by NHS Trusts, hospitals, schools and colleges, companies and organisations, and local government
- To arrange occasional consultation forums/public engagement with people with disfigurements to enable them to express views on local services, schools etc.
- To represent the views expressed to relevant NHS and other bodies so as to effectively advocate for the interests of people with disfigurements
- To work to promote best practice in NHS psycho-social service delivery and school ethos and curricula, in liaison with the charity's Policy Advisers and others.

Work with Clients

- To support individuals with disfigurements, and their families, by providing advice and self-help information, and to signpost people to appropriate local specialist services (where available) or to *Changing Faces* in London
- To arrange workshops and family events in collaboration with *Changing Faces* staff and local services (e.g. a specialist NHS clinic for children with cleft lip and palates)
- To extend networking, sharing knowledge and raising awareness about disfigurement and understanding of our work with national/regional condition-specific support groups and voluntary sector organisations, including those in Black, Asian and Minority Ethnic communities

Person Specification

It is expected that the Officers will have the following characteristics:

Professional characteristics

Essential

- relevant professional experience – this post could suit someone from a wide variety of backgrounds and experience such as health, social services, education, local politics, the police, or the voluntary sector
- experience of working with people in a supporting and/or informing capacity
- knowledge of local health, social services and education systems and the voluntary sector within the country/region covered
- the ability to liaise and work with staff at all levels

Personal characteristics

Essential

- excellent communication and interpersonal skills, written and oral
- experience of, or empathy with people who have, disfigurement
- ability to work both independently and as an effective member of a team
- ability to work unsupervised on a day-to-day level and to organise own time
- ability and willingness to travel extensively throughout their country/region
- proven ability to take the initiative and the responsibility for getting things done
- proficient computer skills (Microsoft Office essential; knowledge of Lotus Notes would be an advantage)
- proven networking skills
- efficient and precise in personal working practice and skills
- willingness to work within the philosophy and practices of *Changing Faces*.

Desirable

Personal, family or professional experience of disfigurement.

Accountability

S/he will be accountable to the Head of UK Network.

Salary and terms of employment

The role is part-time - 2.5 days a week (0.5 wte). The salary is point E1 on *Changing Faces'* salary scale, £26,400 pa adjusted pro rata for 2.5 days a week and adjusted in accordance with the charity's policy in respect of outside London home-working, resulting in an actual salary of £12,950 per annum actual.

Terms of employment are based on: normal hours of work (37 hours basic), 25 days holiday, a pension contribution on the successful completion of a probationary period, and standard sickness and absence conditions. The appointment will be subject to our usual 6-month probationary period and, owing to funding dependency, is a fixed term contract to 31st March 2011 in the first instance.

The Officer is employed by *Changing Faces* based either at home equipped by the charity (including e-mail, database etc) or, subject to funding and mutual agreement, within office space. The Officer must be able and willing to travel around the country/region covered, and a need for some degree of flexibility in contracted hours can be expected. The location of the Officer is flexible but the person appointed would be required to be in

Cardiff/Edinburgh/Belfast/main regional centres, and also in London, as applicable, on a regular basis.

Changing Faces is striving to be an Equal Opportunities employer. Because of our limited resources, *Changing Faces* cannot undertake correspondence or telephone discussions about this post.

Application procedure

Applicants should complete the Application Form and return it together with their CV by **12 noon on Monday 12th July 2010**. 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 13th July**. Please ensure you have included a contact telephone number for that day on your Application Form.

Interviews will be held on **Wednesday 21st July** at *Changing Faces*' offices, The Squire Centre, 33-37 University Street, London WC1E 6JN. We will attempt to be flexible in the case of holidays.

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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, and any other statutorily required check, 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.

June 2010