

Job Description and Person Specification

Job title:	Children and Young People Wellbeing Service Lead and Practitioner
Location:	Central London
Salary Grade Range	£37,938.34 - £42,688.68 (Changing Faces' policy is to offer all posts at the first point on this scale.)
Hours	37 hours per week
Contract:	Initial 2 years contract
Annual leave	25 days per annum (FT). Increases 1 additional day for each year of service, with a ceiling of 30 days.
Other benefits	6% pension contribution; season ticket loan; bike scheme
Reports to:	Head of Wellbeing Service
Direct reports:	No current line management responsibility (possible in the future). The post may supervise volunteers.
Criminal Records Check:	Enhanced DBS check / PVG check, with adult's and children's barred lists

About Changing Faces

Changing Faces is the UK's leading charity for everyone who has a mark, scar or condition that makes them look different. Being different in a society where there is such pressure to look a certain way is extremely difficult.

Children and young people with visible differences are vulnerable to isolation, loneliness, social anxiety and low self-esteem. They face staring, harassment, bullying and even hate crime. They experience lowered expectations in school, problems getting work and stereotyping in the media. This can have a devastating, and lasting, impact on their wellbeing - we know one in three people with a visible difference feels depressed, sad or anxious because of how they look.

Changing Faces provides unique practical, social and emotional support for children, young people and adults affected by visible difference, we challenge discrimination, and we campaign for a world that respects difference.

Our Wellbeing services build confidence and resilience – giving people the tools to manage their feelings, cope in different social settings, handle other people's reactions or deal with transitions such as starting school, uni or work. We are on the cusp of launching an exciting new nationwide service for Children and Young People, to build on our existing Regional Service in Yorkshire and the Humber.

Changing Faces wants a future where everyone with a visible difference on their face or body has the confidence, support and opportunity to lead the lives they want.

Overall Purpose of the Role

1. To be the professional lead on establishing a national Wellbeing Service for children and young people (CYP) with visible difference and their families across the UK.
2. To develop, evaluate and deliver the Changing Faces' wellbeing service model for CYP in line with current best practice, evidence, standardised assessments and outcome measures.
3. To deliver 1-1 counselling interventions to CYP and their families who present with mild to moderate emotional distress / mental health difficulties via a range of mechanisms: telephone, face-to-face, video call and online.

Key Activities

Professional lead on the review and development of the CYP Wellbeing Model

4. To be the professional lead on reviewing and developing an evidence-based wellbeing service model for children and young people with visible difference and their families across the UK.
5. To build referral routes and external networks to actively improve access and engagement with the service.
6. To implement clear and rigorous evaluation methodology to monitor clinical outcomes for the service.
7. To work with the Head of Digital to develop new digital support to ensure CYP needs are being addressed early and effectively and increase availability and accessibility.
8. To report on progress appropriately via CRM data and written reports, supported by the Data and Impact Manager.

1-1 Wellbeing Support to CYP

9. To deliver short-term 1-1 counselling interventions to CYP, in collaboration with the client and their family, via a range of mechanisms (telephone, face-to-face, video call and online), in accordance with the Changing Faces' 1-1 model.
10. To respond empathetically and confidentially to requests for support from young clients, family members and professionals, and support others to do this
11. To manage all aspects of client work, including clinic/session management and assessment of client's needs, signposting and liaison with professionals
12. To facilitate peer group support and other wellbeing interventions to support the needs of young people.
13. To attend individual clinical supervision, and group or peer supervision. (Monthly external supervision is provided for all staff with a weekly client caseload, plus quarterly group supervision for the Wellbeing team.)
14. To value and facilitate participation of young people, families and carers at all levels of the service.

Service innovation and training

15. To develop CYP resources by understanding the needs of young people, working with other CF staff to identify and implement digital products, peer support, self-help and online psycho-educational tools.
16. To keep abreast of developments in similar or parallel fields of work and to adapt any relevant ideas in the interests of clients.
17. To support the development and delivery of training for schools, health and associated professionals.

Record keeping, evaluation and research

18. To keep accurate and up-to-date records of all work with clients.
19. To engage with consultants / researchers and participate fully in any independent research to be undertaken to assess Changing Faces' 1-1 model and approach.
20. To support the development and deployment of the Charity's Standard Operating Procedures

Other tasks as required

21. To work closely with all teams across Changing Faces
22. To act as a member of Safeguarding Staff and contribute to safeguarding practice around CYP
23. Occasional travel in the UK (minimal)
24. To undertake any other roles or responsibilities that may be reasonably required.

Person Specification

Criteria	Essential or Desirable
A current, recognised health / social care / psychology, psychotherapy or counselling qualification (with appropriate professional registration), with at least two years' post-qualification experience in health or social care	E
Experience of reviewing, establishing and evaluating a wellbeing service model to support the primary mental health needs of children and young people, and their families.	E
Experience of providing high quality mental health interventions for children, young people and their families in an education, health or social care setting conducting 1:1 counselling and group psychosocial support, via a variety of channels eg: F2F, phone, video call, webchat and other digital products	E
Experience of autonomous management of a client case load, keeping accurate client records, recording clinical outcomes and reporting against KPI's	E
Knowledge and experience of using short-term approaches such as Cognitive Behavioural Therapy, Acceptance and Commitment Therapy and related techniques.	E
Commitment to continuing professional development and keeping up-to-date with current services and approaches	E
Sound safeguarding and risk management practices	E
Strong commitment to Changing Faces values, vision and purpose and to keeping the voices of people with visible differences at the heart of all work.	E
Willingness to work one early evening a week and to do occasional weekend work (for which time off in lieu can be taken).	E
Experience of working with clients with complex body image or health concerns.	D
Understanding of digital delivery of services to CYP	D
Knowledge and experience of working with or within the NHS, the workings of statutory health and social care services.	D

This is a description of the job as it is presently constituted. It is the practice of Changing Faces to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are required to reflect the organisation's needs. This will be conducted in consultation with you. It is Changing Faces' aim to reach agreement on changes, but if agreement is not possible, the organisation reserves the right to insist on changes to your job description, after consultation with you.

March 2020