

Changing Faces Trustee Recruitment Pack

1. Welcome from the Chair

Thank you for your interest in becoming a Trustee at Changing Faces. This is an important and exciting time to be joining us, as we build on three successful years of strategic transformation, navigate the financial and operational challenges of Covid -19, welcome a new Chief Executive and embark on the process of setting a new strategy for the future.

We are looking for Trustees who share our vision for everyone with a visible difference to have the confidence, support and opportunity to live the lives they want and who have the energy, integrity, passion and skills to work with the Board of Trustees, our CEO, senior team and our community, to drive forward a successful and dynamic future for our charity.

We hope that after reading the pack you will feel inspired to submit your application for consideration to the Trustee Board. If you would like an informal conversation with me about the role, please email Giulietta Driver, Executive Assistant: giuliettad@changingfaces.org.uk to arrange an appointment.

David Clayton
Chair of Trustees

2. Why what we do matters

'Not having to go out and face the world and the stares that come with looking different, is in many ways so much easier. For years, I have had to force myself to face up to the anxiety and go out my front door. I can start to feel that anxiety coming back - just the thought of going out the other day made me think about who would see my scars, what would they think? I'm already back in the mindset of where I was before where I think 'What am I going to have to deal with today?' Tulsi, a burns survivor

We know that looking different in a world where there is such pressure to look a certain way presents huge challenges. People with visible differences are vulnerable to isolation, loneliness, social anxiety, and low self-esteem. They face staring, harassment, bullying and hate crime. They experience lowered expectations in school, problems getting work and stereotyping in the media. They are severely under-represented in public life and decision-making.

Among adults:

- One in three people say that they feel depressed, sad, or anxious as a result of having a visible difference
- 60% of people have experienced hostile behaviour from strangers
- Almost a quarter say they feel self-conscious or embarrassed going out in public as a result of their visible difference

Among children and young people:

- Less than a third of children say they would be friends with a child with a visible difference
- Almost half of young people who have a visible difference are bullied at school

People with visible differences have also been hard hit by Covid-19. Many have already self-isolated previously due to bullying and abuse they receive because of their visible difference. They tell us that they are stressed and anxious about going back out in public and returning to school, university or work - alongside coping with pandemic-related challenges like wearing facemasks, dealing with video calls, and other health issues which make them vulnerable.

“When I think about going back outside after lockdown, I have a lot of anxiety about my skin and appearance as I know the questions I hate to answer will be still there when I meet new people.” Amba

Our research and contact with other appearance charities shows that many of our community who have not previously needed targeted mental health support are more likely to do so in the future due to the pandemic.

3. How does Changing Faces help?

Changing Faces is the UK’s leading charity for people with visible differences: a mark, scar or condition that affects their appearance. We are the only UK charity providing specialist advice and support for children and adults with visible differences through counselling, peer support networks and skin camouflage services. With NHS services at breaking point, we know thousands of people are being either turned away from mental health services or having to wait too long for treatment. Without Changing Faces, there is simply no-one else there to support them.

“I really don’t know if I would be the person I am today without Changing Faces and being able to meet other people with a facial difference. Knowing I’m not on my own, and hopefully helping others feel that they are not on their own means a great deal to me. Being able to meet other people that are going through what I have to deal with on a daily basis has been amazing. They understand. I’m not on my own. It’s like a weight has been lifted. I am not someone who looks different, I am just me.” Marcus, age 16, who has a facial cleft and cleft palate

People with visible differences have told us about the transformational impact our work can have. Our life-changing services build confidence and resilience – giving people with visible differences tools to manage their feelings, cope in different social settings, handle other people’s reactions or deal with transitions such as starting school.

‘I was terrified when my son Sam was due to move to secondary school.’ Claire, mother of Sam who was born with a severe cleft lip and palate.

Our wellbeing service offers a range of support that include: a face-to-face and digital counselling service, a support and information line, peer support, an online forum, an online self-help programme, and self-help factsheets.

“I was in a very dark place, feeling alone, scared and overwhelmed by the effects of the palsy when I first phoned Changing Faces. That first contact was a turning point for me – I felt like someone actually cared and wanted to help.” Wellbeing Services client

Our specialist skin camouflage service gives people with visible differences a choice over their appearance, giving them control over how they want to look day to day. The service includes a consultation with a trained practitioner to identify a colour match for a person’s skin from a specialist range, as well as expert advice on using these products at home.

“I left feeling confident and my scars no longer bothered me.” Skin Camouflage Client

Our campaigns, education and learning programmes drive change so that the ambitions of people with visible difference aren’t limited by attitudes, behaviours or systems and they can lead the lives they choose.

“Recently I became a champion for the Changing Faces charity, which has enabled me to help and empower others struggling with their visual differences, like vitiligo. Now I speak out about living with a visible difference. I’m trying to spread a message of body positivity to inspire others.”

4. Our Strategy

Our ambition is to build and grow our charity so that we can have the greatest possible impact – always keeping the voices of people affected by visible difference at the heart of our approach. We know there are thousands more people who need our help. We won’t stop until everyone with a visible difference has the confidence, support, and opportunity to live the lives they want.

Our four strategic themes:

The leading provider of service innovation for those with a visible difference

We will innovate, evaluate impact, and demonstrate excellence in our services – based on an in-depth understanding of our service users’ needs. We will increase the reach of services through effective use of digital. And we will use our evidence and expertise to inspire and influence best practice in psychosocial support for those with a visible difference.

Championing the voice of those with a visible difference

We are determined to empower people affected by visible difference to tell their stories and be heard. We will raise awareness of the reality of living with visible difference, change attitudes and challenge prejudice. We will be an expert on the issues affecting people with visible differences and use our evidence to secure positive social change.

Achieving long term financial sustainability

We will manage our finances responsibly and ensure there is greater predictability and sustained growth in our funding whilst minimizing risk by developing a more balanced portfolio of funding sources.

A highly efficient and effective organization

We will build a values-focused culture of learning, accountability and high-performance. We will have a transparent and effective governance structure and build a working environment that encourages learning and innovation. We will prioritize and evaluate what is critical to our success and report regularly and transparently our performance. We will build our digital vision, skills, culture, and capability.

5. Key Trustee Responsibilities

- Determines the mission, vision and values of the charity
- Ensures the charity acts within its stated charitable purposes
- Provides a clear strategic direction for the charity and approve the Strategic Plan
- Ensures the financial viability of the charity and that its resources are managed responsibly
- Provides constructive challenge, support and scrutiny to the CEO and Directors
- Ensures Changing Faces functions within the legal and financial requirements of a UK registered charity and strives for best practice, transparency and accountability
- Ensures effective governance structures are in place, regularly reviewed and adhered to
- Sets and reviews organisational risks appetite and policy – and assures sound risk management
- Uses specific skills and experience to help the Board of Trustees reach sound decisions
- Acts at all times in the best interests of the charity's beneficiaries and ensures the voices and interests of people affected by visible differences are at the heart of all Changing Faces' decisions and activities

6. Trustee Person Specification

- Commitment to Changing Faces and a passion for the cause
- Ability to think strategically and creatively
- Sound and independent judgment and perspective
- Ability to balance support and encouragement with constructive challenge and questioning
- Willingness to devote the necessary time and effort to fulfil the responsibilities outlined
- An understanding and acceptance of the legal duties, responsibilities and liabilities of Trusteeships
- Specialist expertise to add to the Trustee Board skills mix
- A commitment to Changing Faces' Trustee Code of Conduct

7. Equality and Diversity

Changing Faces is committed to being an inclusive employer with a diverse workforce. We are currently underrepresented by people of colour and are actively looking to strengthen the diversity of our team and Board. We encourage applications from people from the widest possible diversity of backgrounds, cultures and experiences.

8. Time Commitment

Trustees are required to attend four half-day Board Meetings per year, plus one strategy away day. In addition, there are three Board subcommittees, and the majority of Trustees are likely to be invited to join one of these subcommittees. Depending upon subcommittee membership, current experience suggests that Trustees need to be able to commit around 6 - 8 days per year, including ad hoc requests for additional support and input.

Trustees are also warmly encouraged to meet staff, volunteers, service users and champions, and attend fundraising or other events, wherever possible.

9. Induction

A tailored induction programme will be provided for all new Trustees.

10. Next steps

To apply please send a CV and cover letter to: Giulietta Driver, Executive Assistant:
giuliettad@changingfaces.org.uk.

The closing date for applications is **Thursday 21st January, 9am**