**Job Description and Person Specification**

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| **Job title:** | Skin Camouflage Practitioner | |
| **Location:** | Local Skin Camouflage Hub – location to be agreed | |
| **Travel required:** | Across region as required, occasionally to Head Office | |
| **Contract type:** | Fixed term, part-time | |
| **Salary:** | £11.70 per hour | |
| **Reports to:** | Skin Camouflage Manager |  |
| **Member of:** | Skin Camouflage Service Team |  |
| **Reports:** | none |  |
| **Criminal Records Check:** | Enhanced DBS check with adult and children’s barred lists | |
| **Training:** | Full training will be provided. The post includes a probationary period as well as a skills assessment. | |

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| 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. We provide advice and support, we challenge discrimination, and we campaign for a world that respects difference.  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. Skin camouflage is one of the optional tools that Changing Faces can provide for clients with various skin conditions and scarring. |

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| Overall Purpose of the Role |
| 1. To deliver Skin Camouflage clinic appointments to our clients. 2. To help signpost clients to other Changing Faces services or resources they may be interested in. 3. To work with the Skin Camouflage Team to continually review, develop, and maintain the service. 4. To support the skin camouflage team to develop and maintain the skills and knowledge of all practitioners through contribution to training and mentoring processes. |
| Key Activities |
| |  | | --- | | * To undertake Changing Faces Skin Camouflage training including induction training, updates, and refreshers. * To deliver skin camouflage appointments via our local clinics, working solo at a third-party venue such as a therapy or community centre:   + Setting up a safe, welcoming space for clients.   + Recording accurate appointment details in a timely way.   + Working with clients to identify their concerns, find a colour match, and support them to learn how to apply.   + Provide clients with information about how to obtain products. * To liaise closely with the SCS team, particular around clinic planning. * To practice within Changing Faces policies and procedures, paying particular attention to safeguarding, confidentiality and data protection, and hygiene regulations. * To support new any new trainees through their initial mentoring sessions as required. * To support individuals who may benefit from our other services to find out more about Changing Faces programmes and platforms, including the Changing Faces website and social media pages. * Raising issues with clinics, clients, or trainees with the SCS team promptly. * In the event of COVID-19 lockdowns or similar scenarios, to deliver online sessions as requested by the SCS team. * To identify opportunities for service improvement and discuss these with the SCS team. * To be alert for Safeguarding issues, and to raise these with the Skin Camouflage Service Manager/Safeguarding team as soon as reasonably practicable. * To maintain a full, hygienic, Changing Faces kit using our approved items. * To be a first-class ambassador for Changing Faces and the Skin Camouflage Service, supporting best practice within your region. * Using digital processes to enter and transfer client and clinic information securely. | |  | |
| **Other**  To undertake any other roles or responsibilities that may be reasonably required. |

**Person Specification**

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| Criteria | Essential or Desirable? |
| Experience within a related industry such as nursing, therapy, or healthcare. | E |
| Experience using Microsoft Outlook (email). Experience with electronic tablets and apps would be an advantage. | E |
| Able to support clients professionally and with empathy. | E |
| Strong commitment to supporting and improving the quality of the service. | E |
| Able to act as a Mentor and occasional Trainer in Skin Camouflage if required. | E |
| Understanding of confidentiality and safeguarding and their importance to our clients. | E |
| Strong commitment to Changing Faces values, vision, and purpose and to keeping the voices of our clients at the heart of our work. | E |
| Willingness to act within Changing Faces’ policies and procedures. | E |
| Excellent time management and able to work with minimal direct supervision. | E |
| Willingness and ability to practice flexibly in response to changing organisational requirements. | E |
| Previous experience colour matching skin tones. | D |
| Previous experience as a Skin Camouflage Practitioner, either via Changing Faces or other. | D |
| Familiarity with Microsoft Teams/Zoom platforms. | 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.*

*Dated January 2024*