

## Volunteer Role Description and Person Specification

<b>Role title:</b>	Skin Camouflage Service Admin Volunteer
<b>Location:</b>	Home-based
<b>Travel required:</b>	Occasional travel in the UK, as required, although this is expected to be minimal.
<b>Contract:</b>	Volunteer
<b>Hours:</b>	0.5 or 1 day per week (7.4 hours per day)
<b>Reports to:</b>	Skin Camouflage Service Coordinator (LK)
<b>Direct reports:</b>	This post has no line management responsibility
<b>Criminal Records Check:</b>	Enhanced DBS check, with adult's and children's barred lists

### About Changing Faces

Changing Faces is here for everyone with a scar, mark or condition on their face or body. We provide life-changing mental health, wellbeing, and skin camouflage services. We work to transform understanding and acceptance of visible difference, and campaign to reduce prejudice and discrimination.

We won't stop until everyone with a visible difference or disfigurement is supported and respected.

People with visible differences (children, young people and adults) 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 education, 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.

Skin camouflage is where specialist creams and powders are used to reduce the appearance of a visible difference. We know that not everyone is comfortable with their visible difference. Our service offers people a choice over their appearance and a sense of control over how they want to look day to day. We know that this can build confidence and help people feel more empowered.

### Overall Purpose of the Role

1. Support the day-to-day administration of the Skin Camouflage Service (SCS) to ensure we offer the best service possible to people with a visible difference, in line with the Changing Faces strategy and KPI's.
2. To respond professionally and helpfully to client and other enquiries, to triage Skin Camouflage referrals, appointments and assist with issues.
3. Support with the clinic administration of SCS appointments, from venue set up, enquiry/referral, appointment to completion and evaluation, ensuring that all policy, quality and operational requirements are met.
4. To support the Skin Camouflage Team in raising awareness, maintaining information and working with other teams to ensure the best service possible to people with a visible difference.

### Key Activities

#### **Clinic administration**

5. To support with clinic administration, helping ensure appointments run smoothly from initial enquiry, through to referral, appointment, report / data completion, and evaluation, meeting all quality and operational KPIs via:
  - a. Supporting others to perform their role, e.g.: Skin Camouflage Co-ordinators, SCPs, other volunteers, etc.
  - b. Support the administration of clinics including using digital systems and troubleshooting.
  - c. Highlighting any issues encountered with clinics with the Skin Camouflage Co-ordinators, such as venue problems, waiting lists, admin or practitioner issues, etc.

#### **Support for Skin Camouflage Co-ordinators**

6. To support the Skin Camouflage Co-ordinators through assisting in with:
  - a. Responding professionally and helpfully to client and other enquiries by internet, email, and telephone to facilitate referrals, appointments and assist with issues.
  - b. Following up with clients regarding inaccurate or incomplete referrals, long waiting lists or clinic issues re booking an appointment, and to fill clinics.
  - c. Liaising with health professionals in relation to individual clients to support good skin camouflage outcomes as required.
  - d. Providing information to clients about other areas of Changing Faces.

#### **Data management and digital development**

7. To support the Skin Camouflage Co-ordinators with:

- a. The keeping of accurate, up-to-date information about Skin Camouflage Practitioners, volunteers, clients, and clinics to ensure the smooth running of the service.
- b. The creating, processing and maintaining of clinic, client, and volunteer records via the CRM database, in accordance with procedures outlined in relevant manuals etc.
- c. Ensuring confidentiality and effective data management of all client and volunteer records and paperwork, in line with Changing Faces policies.
- d. Ensuring all staff, volunteers and Skin Camouflage Practitioners who administrate a clinic have all the information they need to manage their clinic appointments, and that the relevant information comes back to Changing Faces in a timely and accurate manner.

**Other tasks**

8. Other relevant projects and tasks as delegated by the Skin Camouflage Manager or Skin Camouflage Co-ordinator to support the service.
9. To engage in appropriate training and development activities to ensure effectiveness in role.

**Other**

10. To undertake any other roles or responsibilities that may be reasonably required.

## Person Specification

Criteria	Essential or Desirable
First class verbal and written communication skills: clear, persuasive and authoritative in spoken communication, high standard of written English.	E
Proficient computer skills: must be competent and confident in using Microsoft Office (Excel, Outlook and Word) and previous CRM databases experience would be desirable. Training for the CRM system will be provided.	E
Emotional resilience to communicate with people who might be under distress.	E
Understanding the need for confidentiality and the efficient and accurate filing of all client data within GDPR and adherence to policies.	E
Reliable time-keeping skills and the ability to keep to deadlines.	E
A flexible approach to work and the willingness to learn and adapt to new office systems and procedures.	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 and ability to work flexibly in response to changing organisational requirements.	E
Administrative experience in a voluntary organisation.	D
Good knowledge of the location of major towns and cities of the UK.	D

This is a description of the volunteer role as it is presently constituted. It is the practice of Changing Faces to examine role descriptions from time to time and to update them to ensure they relate to the role 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 role description, after consultation with you.

Dated February 2025