**Job Description and Person Specification**

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| **Job title:** | Health Professional Engagement Officer |
| **Hours of work:** | 0.6FTE (22.2 hours), ideally spread across 4-5 days |
| **Location:** | Flexible working, mainly home-based, with potential for some work / meetings in London |
| **Travel required:** | Regular travel to deliver talks / attend conferences in the UKBi-monthly to quarterly staff / team meet ups |
| **Contract:** | Permanent |
| **Benefits:** | 25 days annual leave, plus 8 bank holidays (pro-rata-ed at 0.6 FTE). 6% pension contribution. |  |
| **Criminal Records Check:** | Enhanced DBS / PVG Scheme check, with adult’s and children’s barred lists |
| **Reports to:** | Head of Services |  |

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| **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.Health care professional (HCP) engagement contributes to two key areas in our strategy. * Greater understanding and awareness among HCPs of the impact of a visible difference on mental health and wellbeing
* Increased awareness of Changing Faces services and increased referrals from HCPs.
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| **Overall Purpose of the Role** |
| The purpose of the role is to develop and maintain relationships with HCPs to:* increase awareness of the impact of visible difference and educate them in how to effectively support patients
* ensure understanding of the Changing Faces service offers and how to access these
* encourage them to sign up to regular updates and news and stay engaged with us.

This will be done by building and retaining relationships with HCPs via NHS departments, organisations and societies within the field of visible difference; finding ways to keep HCPs on our mailing list engaged and interested in our news; and by providing information, meetings, education and talks both in person and online. |

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| **Key Activities** |
| * To deliver against KPIs and objectives to actively engage HCPs in our work to support people with a visible difference and educate the wider society.
* To respond to requests from HCPs regarding any information required, including giving talks, presentations and conferences, research requests, etc, in liaison with the Head of Services regarding our planned work in this area.
* To proactively seek out new opportunities for reaching HCPs, giving talks or attending conferences in line with our key target audiences.
* To give presentations and talks to HCPs, including writing and delivering high quality presentation materials with confidence and authority, both online and in person.
* To create and produce alternative ways to deliver information, such as recordings or in written materials
* To attend conferences, organise any materials needed, staff an information stand and generally engage with HCPs about our work and encourage sign up to the newsletter.
* To develop and manage both established and new relationships with key organisations such as the British Association of Dermatologists, GP training programmes and specialist groups, and attend meetings.
* Co-ordinate and lead on the quarterly HCP newsletter, liaise with the services, digital and comms teams. Develop strategies to increase and retain subscriptions to the newsletter.
* Explore the needs of the HCP audiences and how best to reach them, as well as the potential barriers, to successfully engage with them effectively
* Develop appropriate training materials based on existing resources. This includes liaison with the services team, HCP organisations, designers, and general project management.
* To ensure meticulous and accurate records are maintained on Changing Faces’ database and spreadsheets so all involved can see the planned work clearly.
* To provide excellent support to campaigners and ambassadors when they are taking part in presentations.
* To work with the Head of Services, Wellbeing Service Manager and Skin Camouflage Manager to remain up-to-date and knowledgeable about the services, and to stay in line with strategy and developments, including attending relevant team and Programme Board meetings.
* To undertake any other roles or responsibilities that may be reasonably required, as directed by your manager.
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| **Person Specification** |
| A proven track record of engaging with Health Care Professionals (HCPs) at all levels, in a range of disciplines and building relationships |
| Confident, engaging and experienced presenter to a range of audiences - clear, persuasive and authoritative in spoken communication, both online and in person |
| High standard of written English, able to write information and presentations clearly, logically, concisely and appropriately for HCP audience |
| Understanding of the needs of the HCP audience, in order to effectively educate them regarding visible difference and the Changing Faces offer |
| Proven experience of keeping records of work, with accurate and timely data entry (preferably with experience of Salesforce). |
| Proactive, dynamic and innovative in approach, with an ability to be creative, self-supporting, meet deadlines and handle multiple priorities. |
| Ability to work effectively, collaboratively, and sensitively with a wide range of senior stakeholders and service users. |
| 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. |
| Ability to work effectively, collaboratively, empathetically and sensitively with a wide range of stakeholders and service users |
| Willingness and ability to work flexibly in response to changing organisational requirements. Specifically, this role requires willingness and flexibility to travel across the UK and occasional overnight stays. |

###### *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 May 2025