

Job Description and Person Specification

Job title:	Skin Camouflage Practitioner Co-ordinator (Wales)
Languages required	Fluent English and Welsh (verbal and written)
Hours:	Part-time 22.2 hours / week (preference for 15.7 hours spread across 2-3 days per week plus one 6.5 hour clinic day required (on either Tuesday or Friday).
Location:	Hybrid: Mainly home based; one clinic day a week in Bridgend
Travel required:	Occasional – in Wales/England for meetings, training; quarterly travel to staff away day.
Contract:	Fixed term for 22 months (with a view to becoming permanent, dependant on expected ongoing funding arrangement)
Salary:	Range £28,227 to £30,819
Training	Skin camouflage training course and mentoring provided.
Benefits:	25 days annual leave, plus 8 bank holidays (pro-rata-ed at 0.6 FTE). 6% pension contribution.
Criminal Records Check:	Enhanced DBS check, with adult's and children's barred lists
Reports to:	Skin Camouflage Service Manager
Direct reports:	This post has no line management responsibility This post may supervise volunteers.

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 is excited to be setting up a Skin Camouflage Service Pilot in South Wales. This new service will work closely with existing services in the rest of the UK, meeting our important strategic goal to provide support to everyone with a visible difference who needs it and providing greater geographical equity.

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

To deliver all aspects of the Skin Camouflage Service (SCS) in Wales, including:

- In the first three months, to work closely with the Skin Camouflage Service Manager to set up the pilot service.
- Administration and co-ordination of all SCS appointments in line with operational / quality standards to meet KPIs and service requirements.
- Running a weekly South Wales Skin Camouflage clinic, delivering appointments to clients, in line with all service requirements.
- To act as the main contact for the Wales pilot, liaising with local stakeholders, health care professionals and organisations, to promote and present the service.

To work closely with the Skin Camouflage Manager and Team to ensure the whole service runs smoothly across the UK.

To position Changing Faces as the leading voice and expert on issues impacting people with visible differences.

Key Activities

Pilot Service Set-Up and Launch

- Set-up of the pilot Welsh Skin Camouflage Service (SCS) in close collaboration with the Skin Camouflage Service Manager.
- Coordinate and support translation needs for the website and service materials, liaising with the translation service provider.
- Promote and support the Welsh presence of SCS – building strong relationships and liaising with the Welsh community, local stakeholders, healthcare professionals, and related organisations. Working with relevant staff at CF to ensure that the voices of clients, volunteers, and professionals are reflected in the promotional strategy.

Service Coordination and Administration

- Manage the full client pathway, from initial enquiry through referral, appointment booking, delivery, and report completion.
- Adhering to the Quality Framework, and all operational and quality standards to ensure we meet KPIs.
- Ensure smooth clinic administration and operations, including:
 - Administering clinics using digital systems.
 - Supporting others involved (e.g. hospital administrators, volunteers).
 - Reporting any issues (venue, IT, admin, waiting lists, etc.) to the Skin Camouflage Manager.
 - Maintain accurate records regarding clients, clinics, appointments on the CRM
 - Ensure confidentiality and compliance with Changing Faces data policies.

In-Clinic Service Delivery

- Run weekly Skin Camouflage clinics in South Wales, delivering high-quality appointments that meet service standards.
- Welcome clients, complete service records and risk assessments.
- Match camouflage products appropriately to each client's condition, skin tone, and NHS Health Board guidelines.
- Provide professional guidance and tuition to empower clients to recreate their skin camouflage at home.
- Complete GP prescription request letters for clients.
- Ensure safeguarding procedures are followed and escalate any concerns promptly.
- Maintain hygiene standards of the kit and workspace in accordance with Changing Faces policies.

Main Wales Contact - client and stakeholder communication

- Respond to service enquiries via internet, email, and phone from:
 - Clients accessing or seeking to access the service.
 - Healthcare professionals (e.g. referrers, pharmacists).
 - Follow up with clients to resolve incomplete or inaccurate referrals or waiting list or appointment issues.
- Liaise with health professionals regarding individual client care to support successful outcomes.
- Provide information about other Changing Faces services available

Ongoing Service Support and Cross-Team Collaboration

- To work closely with the SCS Manager and Team to ensure the whole service runs smoothly across the UK, supporting internal projects, offering cover in times of absence or leave.
- Liaise with other teams to contribute to organisational objectives and ensure that people with lived experience remain at the centre of all that Changing Faces does.

Other Duties

- Support additional projects, delegated tasks, or other reasonable duties as required.

Person Specification	Essential or Desirable
Fluent in Welsh and English, both spoken and written, with first class communication skills to liaise effectively, clearly, logically, concisely and appropriately for the particular audiences.	E
Proven ability to implement administrative systems effectively and efficiently, with experience of Microsoft Office suite, video conferencing platforms and using a CRM (Salesforce experience would be an advantage, but not essential.)	E
Experience or talent in cosmetic artistry or colour matching and an excellent eye for colour.	E
Proven ability to listen to and empathise with vulnerable clients in a professional manner whilst maintaining emotional resilience and personal boundaries.	E
Awareness of working with policies and procedure, in particular safeguarding and commitment to the safety and wellbeing of Changing Faces clients, staff and volunteers.	E
Excellent organisational skills and a systematic approach to work with the ability to prioritise between competing demands.	E
Excellent attention to detail and having the ability to maintain a high level of accuracy and attention to detail when working under pressure.	E
Experience of working well within a busy, team-focussed environment.	E
A flexible approach to work, willingness to learn and adapt, with a creative and proactive approach to identifying improvements to the SCS and the organisation's procedures.	E
Understanding the need for confidentiality and the efficient and accurate filing of all client data.	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

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