

Job Description and Person Specification

Job title:	Support Line Lead
Location:	Remote with occasional travel
Salary Grade Range	Leader
Hours	Full time: 35 hours per week (80% of full time considered)
Contract:	Permanent
Reports to:	Interim Head of Transformation
Direct reports:	No current line management responsibility. This post will supervise volunteers.
Criminal Records Check:	Enhanced DBS check / PVG check, with adult's and children's barred lists

About Changing Faces and the role
Over a million people in the UK have a condition, mark or scar that affects how they are seen. There is a lack of representation of visible difference in the world around us and stigma is rarely recognised as a significant social issue. Appearance-based stigma can devastate lives. Our vision is of a world where lives are not limited by appearance. We work to inspire confidence through community and change the way people see visible difference, so that more people with a visible difference feel confident and connected, and their lives are not limited by stigma. As Support Line Lead for Changing Faces, you will be accountable for the delivery of a vital, accessible and flexible support service for people with a visible difference, their loved ones and professionals. You will deliver the service yourself as well as coordinating input from colleagues and volunteers. You will continue apace with transformation of the service, building capacity to support more, and a wider range of people in a flexible, efficient and person-centred way. You will see through improvements and simplification of systems and processes and build an active and motivated community of volunteers who will be critical to delivering an enhanced support line service meeting a range of needs. You will also play a critical role in the success of our wider support and influencing work in the transformation team, and to the wider organisation.

Purpose of the Role

1. Lead delivery of an impactful support line service which meets the needs of people affected by visible difference – supporting and informing them to help them feel more confident and more connected to people who understand. Currently, this role personally covers 18-24 hours per week of live cover on the support line including telephone, email, webform and text plus some help with moderation and support in our online forum.
 - Supporting over 700 people/year, building their confidence and connection
 - Track performance of the service against targets (using our CRM database and other data sources) to ensure success and ensuring the service is accessible and helpful to users especially those with a visible difference
 - Regularly share stories, quotes and data to bring the impact to life for internal and external audiences
 - Regularly reflect, analyse, learn and act to better meet changing needs/needs of underserved groups
 - Plan and arrange cover according to need, to stay on top of queries as they come in wherever possible
 - Ensure effective risk management in the service including team wellbeing, safeguarding of people accessing the service, and safe and effective data management
 - Develop, improve and simplify systems and processes to enable effective, safe management of the service, make it easier for volunteers to help, and maximise the time spent on supporting people vs processing
2. Develop an active and motivated community of volunteers helping to deliver an enhanced support line service
 - Building the confidence and connection of volunteers as well as those they are supporting
 - Ensure quality recruitment, training, support, oversight, teambuilding and development of volunteers, involving them in decisions about the service and wider organisation
3. Effectively liaise with health and care professionals on the support line (client referrals, queries and promotion of Changing Faces to clients eg with leaflets/posters/signposting)
 - Collaborate with the healthcare engagement officer to support and inform each others' work, effectively promote referrals and support, and find ways to better understand need and impact
 - Support the volunteering and engagement lead and communications team to create effective marketing resources and inform effective communication with healthcare professionals

4. Contribute to the wider success of our support and influencing work in the transformation team, and to the wider organisation
 - Inform, guide and contribute to web content, webinars and group support sessions
 - Inform, guide and contribute to marketing and promotion of our support work
 - Regular, timely and insightful reporting of the reach and impact of your work including reflection and learning – for internal and funder reports
 - Support with tasks such as the effective management of the info@ inbox, oversight of HealthUnlocked online forum, safeguarding development, reflection and practice, and supporting others who are supporting people with visible difference
 - Stay abreast of, and keep the organisation informed of, helplines best practice. Building and using a supportive external network of peers to help you improve and simplify the service
 - Stay abreast of, and keep the organisation informed of, the latest evidence and insight in visible difference. Build and use a supportive network of peers in the visible difference sector to cross-refer, collaborate and better meet people's needs
 - Collaborate with and support colleagues with safeguarding concerns and/or other complex support matters.

Person Specification

ESSENTIAL CRITERIA

1. Experience of delivering high-quality support through a helpline with telephone, webchat, email - or similar service (ideally in mental/physical health/disability).
2. Compassionate, approachable and non-judgmental, with understanding of equity, diversity and inclusion, and a commitment to inclusive, person-centred practice which is flexible around people's needs.
3. Outstanding communication and active listening skills. Able to manage sensitive, complex or high-risk conversations calmly, humanely and professionally with appropriate boundaries.
4. Highly organised: able to plan and manage a varied workload and coordinate others
5. A team player: flexible and supportive with colleagues and contributing to the wider success of the team and organisation
6. Good understanding of safeguarding for adults and/or children, with experience of recognising, reporting, responding to and jointly making decisions about concerns.
7. Good understanding of confidentiality, GDPR and information governance.
8. Understanding of the challenges faced by people with visible difference and the importance of person-centred, trauma-informed support.
9. Experience of working with volunteers who are supporting vulnerable people.
10. Experience of service development, improvement and planning.
11. Competent IT skills, including Microsoft Office and case management/CRM systems.
12. Able to work effectively remotely, as part of a dispersed team
13. Commitment to Changing Faces values of being Courageous, Open, Supportive and Inclusive, to our vision and purpose and to keeping the voices of people with visible differences at the heart of all our work.

HIGHLY DESIRABLE CRITERIA

1. Qualification in counselling/social care/psychology/health/community work or similar.
2. Experience of working within the voluntary or community sector.
3. Trained in safeguarding/suicide prevention/Mental Health First Aid or managing risk.
4. Understanding of good practice in volunteer management with experience of coordinating a volunteer-led helpline service and of training/developing volunteers.
5. Knowledge of trauma-informed practice and/or psychologically informed environments.
6. Strong written skills, including producing reports, maintaining records and updating procedures.

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 August 2026