

Job Description and Person Specification

Job title:	Skin Camouflage Service Co-Ordinator
Location:	Home Based
Travel required:	Across Scotland, as required (Although this is a home-based role, the successful candidate will be travelling out into the community, meeting healthcare professionals, volunteers and service users face to face, and supporting them in person, from time to time).
Contract:	Permanent
Hours:	Full time
Salary banding:	Support and Administration, Starting Salary £26,868
Reports to:	Head of Scotland
Direct reports:	This post has no line management responsibility This post supervises volunteers
Criminal Records Check:	Enhanced DBS check, with adult's and children's barred lists

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.

Overall Purpose of the Role

1. Day-to-day co-ordination of the Skin Camouflage Service (SCS) in Scotland, liaising closely with the Head of Skin Camouflage Service on service innovation and continual improvement.
2. Volunteer recruitment, training and co-ordination of Practitioners (SCP's),
3. Clinic administration of all SCS appointments in Scotland, from enquiry/referral, appointment to completion, ensuring that all quality and operational KPIs, data management and evaluation requirements are met.

4. To support the Head of Scotland in engaging and developing a range of stakeholders to ensure excellent referral relationships with healthcare professionals, third sector and local authorities.

Key Activities

Day-to-day support for Skin Camouflage Practitioners and Volunteers

5. To act as the main point of contact and support for the service volunteers (SCPs) who have needs, questions, issues, or concerns regarding their appointments, clients, clinics, administration or volunteering.
6. To ensure all volunteers support an efficient, safe and effective end to end process (referral to report) meeting all SCS quality and operational performance targets
7. To provide regular updates to the Head of Scotland, plus reporting and escalating any issues, as appropriate.
8. Where appropriate, to engage volunteers in service development processes to ensure they feel connected to innovation and improvement, including new digital systems.
9. To help design and deliver training and professional development for SCP's and to contribute to the development of (digital and other) training resources, events and mechanisms.
10. To distribute/reclaim kits, sending awareness leaflets to SCPs and related administrative tasks.

Clinic administration

11. To ensure clinic administration and appointments run smoothly from initial enquiry, through referral, to appointment and report completion, meeting all quality and operational KPIs via:
 - a. Supporting others to perform their role, e.g.: hospital administrators, SCPs,
 - b. Administrating all clinics including using digital systems
 - c. Highlighting any issues with clinics with the Head of Scotland, such as venue problems, waiting lists, admin or volunteer issues, etc.

Service co-ordination

12. To ensure the Quality Framework is adhered to in clinic settings and to support the ongoing review and development of standard operating procedures
13. To support the digital presence of the service by managing web content in relation to Skin Camouflage as required.
14. To respond to SCS enquiries by internet, email and telephone:
 - a. From Clients accessing or wishing to access the service.
 - b. From Health professionals (i.e. referrers, pharmacists, etc).
 - c. To give information about other areas of Changing Faces, e.g.: the Wellbeing Service, Advocacy and Education etc.

15. To follow up with clients regarding inaccurate referrals, long waiting lists or clinic issues that may affect booking an appointment.
16. To liaise with health professionals in relation to individual clients in order to support good skin camouflage outcomes as required.
17. To engage with Head of Skin Camouflage and Communications & Marketing Manager on service promotion to ensure the voice of clients, volunteers and health professional is reflected in marketing strategy.

Data management and digital development

18. To keep accurate, up-to-date information about practitioners, volunteers, clients and clinics to ensure the smooth running of the service.
19. To ensure all staff and volunteers who administrate a clinic have all the information they need to book and manage appointments, and that the relevant information comes back to Changing Faces in a timely and accurate manner.
20. To support monitoring and evaluation of the SCS as required for the purposes of service development, fundraising and financial management.
21. To support and inform the development of CRM systems as required.

Other tasks

22. To support the Head of Scotland in relationship building, regional services and development etc
23. To support the Head of Skin Camouflage Service in keeping the website updated, liaising with the other centres, work with other teams, etc.
24. To support the Head of Skin Camouflage Service to manage the Quality Framework, Training, Communications and Marketing and Data and Evaluation, via matrix responsibilities.
25. Other relevant projects and tasks as delegated by the Head of Skin Camouflage Service.
26. To engage in appropriate training and development activities to ensure effectiveness in role.

Other

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

Person Specification

Criteria	Essential or Desirable
Proven ability to implement administrative systems effectively and efficiently.	E
Proficient computer skills: must be competent and confident in using Microsoft Office (Excel, Outlook and Word) and databases. Training for the CRM system will be provided.	E
Previous volunteer management or co-ordination experience or equivalent.	E
Co-ordinator experience in a voluntary organisation.	D
Working knowledge of the Scottish context for delivering services in a collaborative way across sectors.	D
Excellent verbal and written communication skills: clear, persuasive and authoritative in spoken communication, high standard of written English, able to write clearly, logically, concisely and appropriately for the particular audience.	E
Excellent organisational skills and a systematic approach to work with the ability to prioritise between competing demands.	E
Proven ability to solve problems and take proactive action to address issues	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
Demonstrable experience of engaging and developing relationships with partners ie: healthcare professionals, local authorities and local providers.	E
Experience of working well within a busy, remote team-focussed environment.	E
Proactive in 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
Emotional resilience to handle sometimes distressing calls.	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



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 February 2021