**15 September 2025**

Dear Applicant,

Thank you for your interest in the post of **South West London Outreach Worker**.

In this pack you will find:

* Job Description
* Person Specification

On our website at [metrocharity.org.uk/jobs](https://metrocharity.org.uk/jobs/) you will find:

* Application Form
* Guidance Notes for Applicants
* Monitoring Form
* Our Equal Opportunities Policy Statement

Please note that **CVs will not be considered** as part of your application, we will be short-listing from fully filled out application forms only.

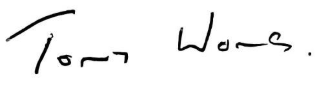
Your completed application form should be sent to arrive no later than **9:00am on Monday 13 October 2025** by email to [recruitment@metrocharity.org.uk](mailto:recruitment@metrocharity.org.uk). Please include your full name in the message subject line. Your email including attachments must not exceed 5MB in size. Please also complete the Equality and Diversity monitoring form, which can be found on our website at the link above.

Interviews will take place in the **beginning of November 2025.**

For further information regarding this post, please contact **Hannah Waygood on 07538 194452, or by email** [**hannah.waygood@metrocharity.org.uk**](mailto:hannah.waygood@metrocharity.org.uk).

We look forward to hearing from you.

Best wishes



Tony Wong, CEO

# **Job description**

## **Key details**

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| **Job title** | South West London Outreach Worker |
| **Employment status** | Full-time |
| **Duration** | Contract until 31 March 2026, with possibility of extension |
| **Salary/Wage** | £28,838.97 |
| **Hours** | 35 hours a week, with some occasional evening or weekend working. |
| **Line manager** | South West London Lead |
| **Employer** | METRO Charity (The Metro Centre Ltd) |
| **Location** | Main location of work is METRO offices, predominantly Metro Woolwich, and outreach locations across Wandsworth, Richmond, Merton and Kingston. |
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## **Job outline**

### Programme

METRO works closely with our partner Spectra to deliver sexual health services in the London boroughs of Wandsworth, Richmond, Merton and Kingston. In these boroughs, METRO delivers the Come Correct free condom scheme (C-card), the National Chlamydia Screening Programme (NCSP), and Get It, an online scheme which offers condoms, lube, and testing for chlamydia and gonorrhoea.

METRO also delivers training and education, aimed at both young people and professionals working with young people. Community outreach and engagement is another important facet of METRO’s work, as it allows workers to reach young people directly - particularly those who are most vulnerable to sexual ill health.

Our South West London services are supported by a sexual health office, and are linked to a team of sexual health workers who deliver similar sexual health services in different boroughs and counties.

### Role

To be successful in this role, you will be a motivated, flexible individual, who is passionate about working with young people around their sexual health.

The postholder will conduct outreach, education, and training in several settings depending on the needs of different young people. These could be educational settings, youth settings, community events, sports settings, clubs and pubs. You will target vulnerable young people, such as looked-after children (LAC), those who are not in education, employment, or training (NEET), those who come from areas of high deprivation and high need, and those with other increased risk factors, as well as young people aged 13-15 who are not yet able to access online services.

As part of your frontline work, you will encourage young people to sign up for a C-card, and, if aged over 16, to register to Get it and order condoms and lube from the website. When appropriate, you will refer young people to appropriate local sexual health services for contraception, emergency contraception, pregnancy testing, STI screening and treatment.

You must be able to employ an appropriate and non-judgemental way of working with a variety of young people. You will welcome direction from the SWL Lead, as well as the broader team, but you will also be proactive in seeking new opportunities and mechanisms to deliver the scheme. With the support of your line manager, and with appropriate training, you will be responsible for safeguarding and child protection, ensuring young people under the age of 16 have been appropriately risk-assessed. You do not need to have existing sexual health knowledge to apply for this role, however, a desire and capacity to learn and to work in this field is essential.

Sexual and reproductive health training will be provided but the successful candidate must be comfortable talking about sexual health in 1:1 settings, as well as in small groups and to larger audiences.

You will also deliver high-quality sexual health education and training to young people and professionals alike via outreach and engagement activities. You will ensure that young people are supported in accessing their local contraceptive and sexual health services as needed.

## **Main tasks**

1. Deliver sexual health services to a broad range of young people living and working in South West London, explaining schemes available to them, registering them when appropriate and offering brief sexual health interventions
2. Support the day to day running of South West London sexual health service delivery, for example by registering and processing C-cards, processing Get It orders, monitoring inboxes, preparing resources and supplies, helping set up events, posting activity on social media, checking stock levels.
3. Have a clear understanding of safeguarding/child sexual exploitation (CSE), confidentiality, information governance, and data protection, and to be able to implement relevant METRO procedures
4. Support sexual health education and outreach with young people.
5. Support training to large and small groups in several settings to professionals.
6. Support, develop, and maintain relationships with current and new partners across South West London, remaining a professional ambassador of the programme at all times
7. Maintain up-to-date knowledge of contraception and other sexual health services available to South West London residents, and communicate those options to young people clearly, supporting access as needed
8. Contribute content for newsletters, quarterly/annual reports and service evaluations. This will be done with the support of your line manager.
9. Support the Sexual Health Office staff in an administrative capacity and be part of the sexual health phone line rota, including signposting callers to local services, and providing STI results and referrals for treatment.

## **Other duties**

1. Adhere to METRO policies and procedures at all times.
2. In line with METRO’s policy on Information Governance (IG), confidentiality and data handling, you will be expected to undertake, pass and maintain the required IG modules as indicated by your line manager.
3. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act, GDPR regulations and METRO’s Information Governance policies.
4. In line with METRO’s policy on Safeguarding, you will be expected to undertake, pass and maintain the required Safeguarding Training modules as indicated by your line manager.
5. Attend regular supervision, and to undertake appropriate training as agreed. Maintain and update knowledge, skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.
6. Undertake any other appropriate duties as requested by your manager. If these duties are extensive and of a higher job description scale, the terms and conditions of the post may be varied in negotiation with your line manager.

# **Person specification**

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| **Knowledge & Experience** | **Skills & Abilities** | **Essential**  **/Desirable** | **Application**  **/Interview** |
| To have or be working towards a recognised qualification in a relevant field e.g. Youth & Community Studies, Health & Social Care; **OR** have relevant transferable skills from other work experience |  | Essential | Application & Interview |
| Understand the issues that might impact the sexual health and general wellbeing of young people |  | Essential | Application & Interview |
| Understand (or have an interest in learning) sexual health and relationships information, e.g. consent, healthy relationships, STIs, contraception. |  | Essential | Application & Interview |
| Experience engaging and motivating young people aged 13-25 in a paid and/or voluntary capacity |  | Desirable | Application & Interview |
| Proven ability to develop, deliver and review training resources to a high standard |  | Desirable | Application & Interview |

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| **Knowledge & Experience (continued)** | **Skills & Abilities (continued)** | **Essential**  **/Desirable** | **Application**  **/Interview** |
| Understand confidentiality, child protection, and safeguarding (and how they relate to this role) |  | Desirable | Application & Interview |
|  | A willingness to participate in appropriate training necessary to the role and ability to learn whilst working | Essential | Application & Interview |
|  | Able to confidently and effectively communicate sexual health sensitive and complex information to diverse audiences | Essential | Application & Interview |
|  | Able and willing to work some evenings and weekends | Essential | Application & Interview |
|  | Be able and willing to travel across South West London to attend outreach sessions | Essential | Application & Interview |