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7 March 2025

Dear Applicant,

Thank you for your interest in the post of **Sexual Health Office Results and Helpline Worker**.

In this pack you will find:

- Job Description
- Person Specification

On our website at 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 7 April 2025** by email to 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 **week beginning 14 April 2025**.

For further information regarding this post please contact **Chrissy Keenan on 07595888664 or by email at chrissy.keenan@metrocharity.org.uk**

We look forward to hearing from you.

Best wishes

Tony Wong, CEO

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Equality Community Hub
1st Floor Equitable House
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SE18 6FH

METRO New Cross
15 Amersham Vale
London
SE14 6LE

METRO Lambeth
78 Fitzalan Street
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METRO GAD
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METRO Gillingham
Parkwood Health Centre
Long Catlis Road
Gillingham
Kent
ME8 9PR

METRO Hertfordshire
Stevenage Clinic
Southgate Health Centre
Stevenage
Hertfordshire
SG1 1HB

Job description

Key details

Job title	Sexual Health Office Results and Helpline Worker
Employment status	Part-time
Duration	Fixed term contract until 30 September 2025
Salary/Wage	£25,748.97 pa pro rata equating to £15,449.38 pa
Hours	21 hours (3 days) a week
Line manager	London Sexual Health Services Manager
Coordinated by	London Sexual Health Services Manager
Employer	METRO Charity (The Metro Centre Ltd)
Location	Main location of work is METRO Woolwich.

Job outline

Programme

The Sexual Health Office (SHO) offers an open-access sexual health helpline for residents of the Royal Borough of Greenwich, currently operating from 10am-3pm every weekday. This role would help enable the helpline to return to its normal operating hours of 10am-6pm. The SHO is the main point through which all sexual health testing results and treatment pathways are managed for our borough-specific online testing services as well as for the National Chlamydia Screening Programmes (NCSP) we deliver. METRO currently deliver the NCSP in Greenwich, Wandsworth, Richmond, and Merton.

Role

The postholder will work to achieve two key aims: first, they will ensure consistent and focused support for our sexual health helpline. Second, they will manage incoming laboratory results of our sexual health testing programmes, including for young people's Chlamydia and Gonorrhoea screening and for over 18+ online testing for Chlamydia, Gonorrhoea, Syphilis, HIV, and Hepatitis.

The postholder will need to be able to offer non-judgemental sexual health advice, clearly communicate a patient's sexual health testing results sensitively, and make

clear and appropriate onward referrals, following up on treatment outcomes and encouraging re-testing as appropriate.

The role will record all conversations and outcomes, and be able to translate sexual health testing results into clear treatment pathways, mitigating service user anxiety and facilitating a seamless treatment journey.

Main tasks

1. Answer incoming calls promptly and respond efficiently to any queries made to the sexual health helpline
2. Upload, interpret, and deliver a range of sexual health testing results, every morning and as they are received throughout the day
3. Refer clients needing treatment or further testing to appropriate services, clearly communicating expectations and next steps
4. Call clients to confirm whether appropriate treatment or testing was received within a reasonable timeframe, supporting them to overcome barriers if not
5. Support clients to notify their sexual partner(s) of potential risk, either directly or via an anonymous digital partner notification system
6. Support the running of the sexual health office by posting out condoms and ensuring local providers have sufficient stock, in quiet times
7. Maintain accurate client files and databases, ensuring confidentiality of data, particularly when dispatching data to external agencies
8. Call service users on a weekly rotation, to follow-up after 7 days to ensure they received treatment, and then again at 3 months following treatment to encourage them to re-test
9. Liaise with clinics and ensure up-to-date referral pathway information, e.g. treatment pathways.

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

Knowledge & Experience	Skills & Abilities	Essential /Desirable	Application /Interview
Experience answering phones and responding to enquiries in a busy, time-sensitive environment		Essential	Application/interview
Experience in supporting a diverse range of service users with different needs		Essential	Application/interview
Willing to learn key information around HIV, STIs and contraceptive options		Essential	Application/interview
Be able to communicate sensitive information over the phone, clearly and accurately		Essential	Application/interview
An understanding of the importance of confidentiality as it relates to this work, and experience dealing with high volumes of confidential data		Essential	Application/interview
Have a good understanding and awareness of responsibilities related to safeguarding vulnerable children, young people and adults.		Desirable	Application/interview
	Proven ability to work to tight deadlines in a busy environment with competing priorities	Essential	Application/interview

	Be able to use a database to manage results, accurately and consistently	Essential	Application/interview
	Able to demonstrate an understanding of equal opportunities and an ability to apply this understanding to this role	Essential	Application/interview
	Able to use with proficiency the Microsoft Suite of programmes, including Outlook, Excel, and Word	Essential	Application/interview