



**BRANDON CENTRE FOR COUNSELLING AND PSYCHOTHERAPY
FOR YOUNG PEOPLE**

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Job Title	Sexual Health Support Worker
Contract	Fixed term for period to 31st March 2019 (may be extended, subject to funding)
Hours of work	35 hours a week on an 8 week rolling rota, working 5 days a week across Monday to Saturday.
Place of work	The Brandon Centre, 26 Prince of Wales Road, London NW5 3LG
Managed by	Contraceptive and Sexual Health (CaSH) Service Manager
Accountable to	The Council of Management through the Director

Job Summary

To support in the delivery of Contraception and Sexual Health Clinic as well as other programmes which support the effective delivery of commissioned contracts or that generate additional income for The Brandon Centre.

Key tasks involve undertaking clinic set-up and administration, uncomplicated clinical tasks and providing sexual health information and advice.

- Provide information, advice and signposting for clients.
- Handle client enquiries both face-to-face and by telephone.
- Cover receptionist duties including booking and providing information about the clinic or other services as necessary. Referring clients to the clinic or counselling service as appropriate.
- Deliver C card scheme at Brandon Centre site.

- Provide self-managed care aspect such as asymptomatic screenings of STI and pregnancy testing of sexual health service.
- Maintain accurate and up to date client information on the sexual health clinic database.
- Deal with test results according to service protocols.
- Assist clinicians and service manager in monitoring, maintaining and ordering stocks and supplies.

Main duties and responsibilities of the post holder

Clinical Duties

The post holder will work autonomously with clients, either in open areas (reception, waiting areas) or in the privacy of a confidential clinic room, working without direct supervision but in accordance with agreed protocols.

The post holder will also help clinical staff prepare and stock clinical rooms with clinical and non-clinical items; order stock; set up and decontaminate equipment for clinical procedures and clean and check equipment to comply with Health and Safety and Infection Control policies. Included also is the preparation and administration of specimens prior to transportation to laboratories.

- Actively involve clients in decisions regarding their sexual health screenings and practices and provide structured health advice regarding contraception options.
- Provide clients with urine test kits for Chlamydia & Gonorrhoea and facilitate screening for sexually transmitted infections.

Handle and store urine samples and swabs with due regard to infection control. Carry out the accurate and appropriate labelling, preparation, and transportation of specimens according to service policy.

- Carry out pregnancy testing, offer comprehensive information on pregnancy choices, and assist clients with the self-referral process for termination of pregnancy where necessary.
- Perform point of care testing (finger prick testing) for HIV and syphilis.
- Record the patient's weight, BMI and blood pressure.
- Ensure a clean and tidy environment within the clinical and administrative areas
- Assist with STI results notification and management, ensuring records are updated and followed up in a timely manner

Patient Support

- Confirm diagnoses and information to patients over the telephone, handling patient reactions and complexity in a sensitive and empathetic manner.
- Initiate and follow-up on partner notification for patients diagnosed with STIs.
- Assess competence to receive sexual health advice and interventions.
- Demonstrate knowledge and understanding of child protection issues, reporting areas of concern to the accountable professional practitioner.
- Assist clients who require an interpreter and book interpreters when necessary.
- Provide chaperone duties as necessary or as requested by medical staff.

Administrative and Reception Duties

- Greet clients and visitors in a courteous, friendly and helpful manner.
- Deal with face to face, telephone and email enquiries from the public about the range of services available and direct them to other services if necessary.
- Ensure that telephone queries are dealt with promptly and efficiently, and relay messages to staff accurately.
- Maintain stock levels of provision used in the department.
- Ensure clinical and public areas are adequately stocked with supplies, stationery and client information
- Ensure that the public areas are tidy at all times.
- Liaise with clinicians and other staff as required to ensure the smooth running of the centre and to understand the importance of teamwork.
- Routine reception duties including faxing, filing, photocopying, switchboard, minute taking, letter writing, post, organising diaries, booking appointments and responsibility of the waiting rooms.

Condom Distribution and Health Promotion Duties

- Demonstrate effective condom usage and distribute condoms to clients as part of the Come Correct scheme.
- Provide generic information on pregnancy, STIs, and HIV prevention/safer sex advice.

- To provide information on the full range of contraceptive methods and where these are available.
- Provide information on sexual health including contraception, STIs, safer sex, pregnancy, and healthy relationships.
- Provide health promotion information to clients accessing the centre for a range of health issues e.g. weight management, smoking, and signpost clients to other services as appropriate
- Build relationships with and visit schools, youth centres, and other youth community settings to deliver sexual health and relationship education, both independently and as a member of Camden SHET (Sexual Health Education Team).

Education, Training and Professional development

- Have a working knowledge of contraception and STIs kept current through regular training.
- Participate and assist in evaluation and feedback including administration aspects of audit as required.
- Participate in the appraisal process and give feedback to support your own and team development.
- Attend team and departmental meetings and actively participate in service improvement.
- Proactively participate in one to one meetings with line manager, identifying own learning needs, and ways that these may be met.
- To train and support new and temporary staff.

Communication and Information Resources

- Maintain a high standard of accuracy in record keeping and documentation.
- Locate and pull notes for existing clients and prepare all relevant documentation as required prior to appointments.
- Accurately record and amend client information to acceptable data quality standards using the manual systems in place and any new electronic systems as they are introduced.
- Accurately record and collate statistical data in the form of client attendance/activity and centre establishment levels.
- Undertake relevant training for electronic information systems in place and under development.

General responsibilities for all Brandon Centre staff

All employees of the Brandon Centre are required to observe legislation, Brandon Centre Policies, standards and guidelines relating to confidentiality, information governance, risk management, safeguarding children, safeguarding adults, equal opportunities, data protection, freedom of information, health and safety, infection control, and the Health and Social Care Act 2008 (previously known as the Hygiene Code).

Confidentiality and data protection

All Brandon Centre employees are required to ensure that personal data and personal information concerning service users and staff is protected at all times, to maintain confidentiality in accordance with the Brandon Centre's policy on confidentiality and information governance, and data protection legislation.

Staff are required to obtain, process and/or use personal information in a fair and lawful way, to hold personal information only for the specific registered purpose, and to only share or disclose data to authorised persons or organisations following the strict guidelines and principles as outlined in Brandon Centre policies as instructed.

All Brandon Centre employees are expected to sign a confidentiality agreement on taking up their post at the Centre.

Safeguarding of children and adults

All staff have a responsibility to safeguard and promote the welfare of all children and adults that they come into contact with during the course of their work at the Brandon Centre. The post holder will receive the appropriate level of training, both at induction and on an on-going basis. She/he is responsible for ensuring that they are familiar with, understand and always work within the safeguarding policies of the organisation.

Health records, record keeping and record management

All staff have an obligation to ensure that patient records (both paper and electronic) are maintained in accordance with Brandon centre policies, to facilitate clinical care and effective administration, and to ensure that confidentiality is protected at all times. All staff are advised to compile records on the assumption that they are accessible to patients in line with the Access to Health Records Act 1990.

Equality and Diversity

The Brandon Centre is committed to equality in employment and service delivery. Its Equal Opportunities Policy aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, race, colour, religion, marital status, sexuality, age or disability and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justified. All those working for Brandon Centre are expected to actively promote equality and diversity in all aspects of their work.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Infection Control

The post holder will ensure compliance with the Brandon Centre's Infection Prevention and Control policies and procedures, and the Health and Social Care Act 2008, ensuring that the risk of healthcare associated infection to service users and staff is minimised.

Waste disposal

All staff must ensure that waste produced within the Centre is disposed of in such ways that control risk to health or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.

Smoke free environment

There is a no smoking policy in operation in the Brandon Centre. In accordance with this policy smoking is positively discouraged and is not permitted on the premises.

To be noted:

This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties in discussion with the manager.

This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.

PERSON SPECIFICATION

The post will be most suited to someone who has well-developed office and communication skills, is enthusiastic about working with young people and wishes to expand their skills and experience within the charity sector. The ideal candidate will be well motivated, keen to learn and possess good common sense.

QUALIFICATIONS			
Description	Essential	Desirable	Evidence
GCSE A – C in English and Maths or equivalent	Yes		Original certificates and Application
Educated to 'A' Level standard or relevant Healthcare qualification	Yes		Original certificates and Application
Relevant administrative qualifications		Yes	Original certificates and Application
Relevant Sexual Health qualifications		Yes	Original certificates and Application
EXPERIENCE AND KNOWLEDGE			
Description	Essential	Desirable	Evidence
Experience of working with young people and clients from diverse backgrounds	Yes		Application and Interview
Previous experience of working in other areas of sexual health or related services	Yes		Application and Interview
Experience of working in a busy, public facing environment	Yes		Application and Interview
Understanding of sexual health issues	Yes		Application and Interview
An understanding of confidentiality requirements		Yes	Application and Interview
SKILLS AND ATTRIBUTES			
Description	Essential	Desirable	Evidence
Excellent ICT skills, including experience of using databases, word processing, email and spreadsheet software	Yes		Application and Interview

Excellent organisational skills - able to determine own workload priorities and manage own workload	Yes		Application, Interview & references
Excellent communication (verbal and written) and interpersonal skills	Yes		Application and Interview
Excellent accuracy and attention to detail	Yes		Application and Interview
Ability to work under pressure and to competing deadlines	Yes		Application and Interview
PERSONAL QUALITIES			
Enthusiastic, positive and approachable.	Yes		Application, Interview & references
Non-judgemental attitude towards sex and sexuality	Yes		Application, Interview & references
Reflects on own practice	Yes		Application, Interview & references
Ability to work as part of a team	Yes		Application, Interview & references
Punctual	Yes		Application, Interview & references
Able to work flexibly and to be adaptable as required	Yes		Application, Interview & references
Willingness to expand and develop role/ with appropriate training (venepuncture, pregnancy testing, urine sampling, sexual health education training etc)	Yes		Application, Interview & references

Background to the post and the Brandon Centre

The Brandon Centre is a registered charity no. 290118 and Company Limited by Guarantee no. 1830241. The Centre was founded in 1968 and is managed by a Council of Management: the director of the Centre is responsible for day to day management, organisation and strategic planning of all services, and is accountable to the Council of Management.

The principal objective of the Brandon Centre has always been to provide a professional, accessible and flexible service which responds to the psychological, medical, sexual and social needs of young people age 12- 24 yrs.

This core value and holistic approach has influenced the way in which services have developed and been delivered to young people. The centre was first established as a contraceptive service, but it was soon recognised that young people needed to have access to a service that allowed them time to talk through emotional issues that accompanied requests for contraception and concerns about sexual health.

Over the years, additional services for young people have developed at the centre and, as well as a contraceptive and sexual health service, direct clinical work with young people and their families now includes

- individual counselling and psychotherapy for young people, using a range of evidence based therapies
- multisystemic therapy for families
- parent management programmes
- family therapy for substance misusing teenagers

From April 2015, the Brandon Centre became part of the CAMISH network, an integrated community based young people's sexual health network of service providers across Camden and Islington. In addition to providing clinic based services, the CAMISH network works collaboratively to deliver school based SRE programmes, a C-card condom distribution programme, a workforce development programme, clinical outreach sessions for young people and targeted SRH sessions, and projects and outreach events for both young people and professionals