

#### **NHS Foundation Trust**

Job title: Advanced Neonatal Nurse Practitioner

Division: Women's Health

Board/corporate function: Specialist Hospitals

Salary band: 8a

Responsible to: Matron

Accountable to: Chief Nurse

Hours per week: 37.5

Location: Neonatal Unit, Elizabeth Garett Anderson Wing.

# **University College London Hospitals NHS Foundation Trust**

University College London Hospitals NHS Foundation Trust (UCLH) is one of the most complex NHS trusts in the UK, serving a large and diverse population.

We provide academically-led acute and specialist services, to people from the local area, from throughout the United Kingdom and overseas.

Our vision is to deliver top-quality patient care, excellent education and world-class research. We provide first-class acute and specialist services across eight sites:

- University College Hospital (incorporating the Elizabeth Garrett Anderson Wing)
- National Hospital for Neurology and Neurosurgery
- Royal National Throat, Nose and Ear Hospital
- Royal London Hospital for Integrated Medicine
- University College Hospital Macmillan Cancer Centre
- The Hospital for Tropical Diseases
- University College Hospitals at Westmoreland Street

We are dedicated to the diagnosis and treatment of many complex illnesses. UCLH specialises in women's health and the treatment of cancer, infection, neurological, gastrointestinal and oral disease. It has world class support services including critical care, imaging, nuclear medicine and pathology.

#### Clinical Board

The Specialist Hospitals Board is led by Dr Gill Gaskin and made up of six divisions: the Eastman Dental Hospital, The Heart Hospital, Paediatric and Adolescent Services, Queen Square (NHNN and the Royal London Hospital for Integrated Medicine), The Royal National Throat, Nose and Ear Hospital and Women's Health Division.



#### **Division/Directorate**

The Neonatal Unit is situated on the second floor of the Elizabeth Garrett Anderson Hospital. The post holder will be expected to work on the Intensive Care, Special Care and Transitional Care areas of the unit, liaising with all obstetric, maternity and neonatal multi-disciplinary teams, other wards and departments and the extended family and individual patients.

We have strong established surgical links with Great Ormond Street Hospital

## **Job Purpose**

The ANNP role is a cutting edge role in the field of neonatal nursing which crosses professional boundaries, undertaking traditional medical roles and leading the pathway in inter-professional practice. It is a role model of excellence in the delivery of holistic care to babies on the neonatal unit (NNU), the delivery suites, post natal wards, transitional care area, outpatient clinics and during transfers. The post holder is required to deliver an advanced level of clinical practice within the field of neonatal care. Working within agreed protocols and guidelines the ANNP exercises independent judgement to assess, investigate, diagnose, plan, implement and evaluate the clinical care and management of premature and sick babies and their families in conjunction with a Consultant Neonatologist. They work alongside and support the education and development of both nursing and medical colleagues.

The ANNP has a key working relationship with all members of the nursing and midwifery staff, neonatal and obstetric medical staff and members of the multidisciplinary team involved in the care of newborn babies and their families and the directorate management team.

The ANNP is an experienced neonatal nurse who has successfully completed formal education at master's level on a recognised ANNP programme.

The ANNP bridges the professional and clinical boundaries between nursing and medical care enabling them to take on the role and responsibilities formerly undertaken by junior medical staff. The ANNP practises both autonomously and in partnership with the multidisciplinary team under the clinical supervision provided by a Specialist Registrar (SpR) and/or Consultant Neonatologist. The ANNP provides cover for the SHO and SpR medical rotas (which includes holding the emergency bleep) and the nursing rota by acting as a senior resource for nurses.

The post holder will use collaborative and independent judgement to assess, investigate, diagnose, plan, implement, manage and evaluate clinical nursing and medical care and management of babies. This includes intensive care, high dependency, special care, transitional care, post natal wards and delivery suites. The ANNP will take a lead in the special care/high dependency area which includes the medical admission, on-going assessment, treatment and discharge of infants in these areas of the NNU and delivery suites, post natal ward and transitional care babies.

The ANNP works within the multidisciplinary team to deliver advanced clinical neonatal nursing and medical practice, clinical leadership and provides clinical supervision/support and structured teaching and mentorship for multidisciplinary professionals (including medical staff) to facilitate ongoing education, training and development.

The ANNP takes a lead on audit, research and development initiating the implementation, evaluation and development of multidisciplinary guidelines and protocols, incorporating current best evidence in consultation with medical and nursing staff for the care of neonates across the Trust.

The post holder will promote the concept of clinical governance and facilitate the implementation of the UCLH Nursing & Midwifery strategy and work within agreed UCLH Foundation Trust/Unit protocols and guidelines, which include resuscitation, initiation of treatment including mechanical ventilation, ordering and administration of drugs and intravenous fluids (which have to be prescribed by a medical officer if the ANNP does not hold an independent prescriber licience) . The ANNP will provide neonatal advanced life support and take over all responsibility for the transportation of critically ill ventilated neonates between departments/ hospitals.

The post holder will provide expert professional advice to parents/carers in respect of the management of their sick baby.

The care given should reflect the principles stated in the Neonatal Unit Philosophy, as agreed by the unit staff.

#### **Dimensions**

Key working relationships with Deputy Chief Nurse (Clinical Board), Matron, Divisional/Directorate Management Team and Clinical Director, Unit/Dept sisters/charge nurses. All members of the multi-professional team, including nursing and medical staff, allied health professionals and support workers (e.g. Housekeepers and Receptionists).

#### **Key Result Areas**

#### **Clinical Responsibilities**

- Promote a high standard of advanced specialist nursing and medical care by initiating and co-ordinating the assessment, planning, delivery and evaluation of the holistic needs of babies, parents/carers and families through evidence based clinical practice following agreed policies, protocols and guidelines.
- Attend high-risk / emergency deliveries initiating and leading basic and advanced resuscitation procedures, such as endotracheal intubation, umbilical venous catheterisation for circulatory support and the administration of resuscitation drugs and fluids as required.
- Take responsibility for the stabilisation and safe transfer of the sick newborn baby from labour ward or the obstetric theatre to the NNU.
- Using highly specialist clinical and theoretical knowledge undertake initial physical examination of the newborn which includes the eyes, heart, hips and all major body systems to identify congenital abnormalities in the newborn infant.
- Using highly specialist clinical and theoretical knowledge assess the condition of the baby, analyse complex clinical signs and investigation results to diagnose medical / surgical conditions and consider differential diagnosis in the neonate and initiate treatment.
- Using highly specialist clinical and theoretical knowledge examine and assess on a daily basis the immediate and longer-term medical needs of babies on the neonatal unit, postnatal ward and transitional care. Initiate and evaluate clinical management and treatment and make appropriate referrals to other health care professionals.

- Order investigations as an autonomous practitioner such as blood, urine and other laboratory tests, X-Rays in accordance with IR(ME)R regulations, ultrasound scans, electrocardiographs (ECG) and electroencephalographs (EEG).
- Interpret and act on investigation results instigating appropriate treatment with referral to Registrar or Consultant for advice and when scope of practice is exceeded.
- Initiate, monitor and amend the mechanical ventilation of neonates by taking and interpreting blood gases.
- As a qualified non-medical prescriber, prescribe drugs for babies as per the legal requirements of the NMC, National Prescribing Centre and national guidelines.
- Participate on clinical ward rounds, receive and present complex case histories.
- Obtain and record in case notes comprehensive maternal, family, obstetric, medical and social history.
- Write timely and detailed records in case notes of neonatal examination, investigations ordered, investigation results, interpretation, diagnosis rationale, clinical management plan and evaluation.
- Review and revise medical care plan as required and write rationale for updated management plan in case notes.
- Discharge of babies from the neonatal unit or postnatal ward following physical examination and compiling a discharge letter to the GP and health visitor and making referrals to other health care professionals as necessary.
- Responds to calls by midwives or neonatal nurses from the post natal wards, obstetric suites and transitional care unit to assess the condition of babies and provide highly specialist advice and assessment on a range of conditions including jaundice, breathing difficulties and infection
- Provide clinical management, support and liaison with the midwifery staff for postnatal ward babies and neonatal staff on transitional care.
- Accept babies for assessment following referral from community midwives, general practitioners and other neonatal units and initiate treatment as required.
- Stabilise and transfer neonates to and from referring hospitals including transfers back, tertiary referrals and internal transports.
- Articulate, critique and discuss sources of evidence on which care is based to disseminate best practice.
- Articulate the decision making process underlying neonatal clinical management decisions.
- Participate in neonatal follow up.

## **Clinical Skills**

- Plan and perform highly skilled and intricate diagnostic and therapeutic procedures adhering to agreed protocols and guidelines and under aseptic conditions where appropriate:
  - o Endotrachael intubation and extubation
  - initiation and management of mechanical ventilation
  - o chest drain insertion
  - o intravenous & intra arterial cannulation
  - arterial blood sampling
  - venepuncture and capillary blood sampling
  - o blood sampling from indwelling umbilical lines
  - umbilical venous and arterial cannulation
  - insertion of percutaneous central venous lines
  - insertion of intraosseous needle
  - lumbar puncture
  - ventricular tap
  - urinary catheterisation
  - o supra-pubic aspiration of the bladder
  - o exchange transfusion and dilutional exchange

- perform cranial ultrasound and diagnose abnormalities
- o neonatal immunisations
- wound management

#### Communication

- Promote, explain and clarify the role of the ANNP to the multidisciplinary team and parents/carers to enhance understanding of the scope of their professional practice.
- Discuss highly complex medical issues appropriately with parents/carers using language that aids understanding.
- Able to effectively communicate with ANNP team members, nurses, doctors and other health professionals when discussing emotive, ethical and difficult issues at both personal and professional levels.
- Negotiate sensitively with parents/carers where consent is required for treatment that is
  vital for the welfare and survival of the baby and where there may be barriers to
  understanding through fear, anxiety or lack of knowledge, language difficulties or
  religious beliefs.
- Discuss implications of care options with parents/carers to enable them to make informed decisions using assertiveness, tact, diplomacy and compassion.
- Communicate sensitively with families who have received bad/sad news, in situations such as congenital abnormalities, poor response to intensive care interventions, the withdrawal of treatment or the death of a baby.
- Initiate and maintain effective communications with members of the multidisciplinary team to promote the welfare and safety of babies and parents/carers highlighting identified child protection risk factors.
- Behave in a consistent professional manner with babies, parents/carers, multidisciplinary team members, management and the public.
- Write precise, accurate and timely records, letters, reports and statements in accordance with the Data Protection Act 1998.
- Listen actively and respond appropriately to verbal information given.
- Lead medical shift hand-over, ensuring relevant details are effectively and accurately communicated to the on-coming team.
- Present and review complex case histories and summarise and formulate management plans on ward rounds.
- Recognise when own or others behaviour is not acceptable and initiate appropriate action.
- Provide constructive feedback to others within the peer group and multidisciplinary team.
- Proficiency in IT skills for completing clinical records, using clinical management programmes and occasional presentations.
- Act as an advocate for babies and parents/carers and offer support to families.
- Inform and update parents/carers both pre-delivery and postnatally of their baby's medical and nursing management.
- Respond to telephone enquiries from midwives or parents/carers regarding management advice for babies by assimilating the information provided, identifying key issues and suggesting appropriate medical and nursing management.

#### **Management / Organisational Responsibilities**

- Work within the multidisciplinary team, within agreed medical, nursing and UCLH Trust protocols and guidelines.
- Manage own workload.
- Support junior nursing and medical staff to manage their work load.
- Work as a member of the multidisciplinary team sharing in the responsibility for the provision of 7 day, 24 hour clinical care.
- Promote and adhere to the principles and practice of clinical governance.

- Responsible on a shift by shift basis for the advanced neonatal nurse practitioner management of all neonates within the Trust in conjunction with a Consultant Neonatologist.
- Demonstrate safe use of equipment and efficient use of resources.
- Demonstrate effective multidisciplinary team working and acknowledge the role of individual team members ensuring that expertise is seen as a resource within the team and the Trust.
- Utilise a developed knowledge of Safeguarding procedures.

## **Professional Responsibilities**

- Takes a lead role in enhancing nursing and medical practice through actively promoting and demonstrating evidence-based best clinical practice.
- Models excellence in nursing and medical clinical practice and demonstrate professional behaviour.
- Work at all times within the Nursing and Midwifery Council Code of Professional Conduct and Scope of Professional Practice.
- Act as a specialist resource and support for other nurses and junior medical staff.
- Maintain a high standard of clinical competence and professional development through self-education and regular evaluation and appraisal by the Neonatal Nurse Consultant and the Neonatal Medical Consultant.
- Contribute to peer review and supervisory processes.
- Undertake appraisals of the allocated Band 7 members of staff
- Attend and positively contribute to team meetings.
- Maintain registration with the Nursing and Midwifery Council.
- Maintain professional awareness of developments within nursing.

#### **Service Development**

- Participate in and facilitate the implementation of :
  - o NSF for Children, Young people and Maternity Services
  - o NICE guidelines
  - UCLH Strategy for Nursing
  - o Essence of Care Benchmarking
- Take responsibility for specific service developments within the North Central London (NCL) Managed Clinical Neonatal Network.
- Lead in the development of nurse-led neonatal services within the Trust.
- Lead on the development of specific guidelines, protocols and standards. Contribute to multidisciplinary team guidelines.
- Continue to be proactive in the improvement of the neonatal service by enhancing levels of evidence based nursing, medical practice and the development of guidelines and protocols to ensure high standards of care are consistently maintained.

## **Risk Management**

- Participate in the co-ordination of clinical risk management and act as a link within the department.
- Complete documentation and gather evidence relevant to clinical risk management.
- Anticipate, recognise and prevent situations that may be detrimental to self and the health and wellbeing of the babies, parents/carers or staff.
- Adhere to and participate in the implementation of recommendations and guidelines related to health & safety at work, Control of Substances Hazardous to Health legislation and control of infection procedures.
- Implement actions to be taken in event of an emergency.

- Demonstrate correct moving and handling procedures following Trust protocols and guidelines.
- Adhere to UCLH and locally agreed policies, guideline and protocols.
- Promote the concept of clinical governance.

## **Education, Training and Personal Development**

- Undertake statutory and mandatory training as required by the Trust.
- Contribute to the development of nursing knowledge and skills as part of the vision to extend nursing practice within neonatal services.
- Deliver multidisciplinary team education and presentations.
- Use specialist knowledge to actively participate in the clinical and theoretical education, training and support of neonatal nurses, midwives and medical staff.
- Act as specialist resource to neonatal nurses undergoing courses and training.
- Orientate and support medical staff during induction.
- Teach and support medical staff, student and newly qualified/less experienced ANNPs, junior and senior neonatal nurses, neonatal intensive care course students, student nurses and midwives, nursery nurses and health care assistants in the clinical setting.
- Responsible for accessing own continuing education, undertaking modules and courses at Masters Level, including advanced practise courses e.g. nurse prescribing.
- Successfully complete neonatal advanced life support course and keep updated as per national requirements.
- Participate in competency based learning programmes to enable development and enhancement of clinical skills and role.
- Maintain, advance and develop personal theoretical knowledge, high standards of clinical competence and professional development through self-education.
- Evaluate personal achievement of identified and agreed short and long term development objectives from personal development plan.
- Maintain own professional portfolio.

#### **Research and Audit**

- Lead on data collection for specific local and multi-centre research projects.
- Participate in evaluating new equipment.
- Participate in perinatal audit, mortality and morbidity and other clinical meetings where the
  outcomes and recommendations have the potential to improve the quality of care, give case
  presentations as required.
- Lead on specific audit cycles to enhance the quality of clinical nursing and medical practice.
- Be aware of the results of mandatory audits, amend own practice where necessary and support change in practice of others.
- Identify areas of own clinical practice that require audit.
- Devise audit tools, analyse data, write report and present findings to the multidisciplinary team. Complete audit cycle by implementing change in neonatal practice as required and reauditing.
- Attend neonatal journal club and participate in discussion. Present papers and lead critique of paper as required.

#### Freedom to Act

- Accountable for own professional actions, undertaking all duties in accordance with the NMC Code of Professional Conduct, departmental and Trust guidelines and protocols.
- Adhere to Trust protocols and codes of conduct.
- Practice autonomously as an ANNP using collaborative and independent judgement to assess, investigate, diagnose, plan, implement, manage, and evaluate clinical nursing and medical care in the management of babies. This includes intensive care, high dependency, special care, transitional care, post natal wards and delivery suites. The

ANNP will lead in the special care/high dependency area which includes the medical admission, on-going assessment, treatment and discharge of infants in these areas of the NNU and delivery suites, post natal wards and transitional care unit.

## Mental, Emotional and Physical Effort

- Frequent exposure to stressful and extremely unpredictable workloads due to the emergency / acute nature of the neonatal service.
- Frequent need for a high degree of concentration for long periods of time when undertaking intricate clinical procedures.
- Continuous need to provide information and support to parents and families of babies requiring intensive care including discussions with distressed parents about their baby's response or lack of response to medical interventions and management.
- Discuss with parents, who may be extremely anxious, the potential clinical management of babies before high risk deliveries offering appropriate and realistic reassurances.
- Work in conjunction with nursing staff to provide emotional support to parents in distressing situations such as child protection cases where the baby is to be taken into care of the Local Authority, their baby has died or has congenital abnormalities. This also includes withdrawal of treatment on some babies.
- Frequent need to stand for long periods of time on clinical ward rounds.
- Work and perform intricate clinical procedures in cramped situations.
- Frequent need to respond to emergency deliveries in a timely manner where advanced infant resuscitation may be required, either within the obstetric building or in the A & E department in the new building, .
- Long periods of time standing and bending to examine babies, walking between the NNU, antenatal and postnatal wards, theatre and delivery suite.
- Required to manoeuvre heavy equipment such as the resuscitaires, transport incubator trolley and ultrasound machine in confined spaces.

## **Equality and Diversity**

- Recognise the importance of the individual rights and interpret them in a sensitive manner that is consistent with Trust procedures and policies and legislation.
- Challenge behaviour that infringes on the rights of others.
- Identify and take action where necessary to address discrimination and oppression.
- Ensure equality in outcome of care and support of parents/carers by attempting to meet individual care and support needs.

## **Working Conditions**

- Direct contact on a daily basis with blood, vomit, excreta and other bodily fluids.
- Contact with potentially noxious gases e.g. nitric dioxide (waste product from nitric oxide therapy)
- Direct contact on a daily basis with foul linen.
- Occasional exposure to aggressive physical/verbal behaviour.

## Health and safety

- Monitor and maintain health, safety and security of self and others within the team.
- Identify and assess potential risks in work activities and help others in how to manage these risks appropriately.
- Work within legislation and Trust procedures on risk management, to implement the ethos of Clinical Governance.
- Take immediate and appropriate action including supporting others to manage risks in relation to adverse incident reporting via the Trust reporting system.

 Identify training needs on health & safety issues whilst identifying appropriate resources.

#### Competence

- The post holder is required to participate in the Trust appraisal process and work towards meeting identified development needs.
- The post holder is required to demonstrate on-going continuous professional development.
- At no time should the post holder work outside their defined level of competence. If the
  post holder has concerns regarding this they should immediately discuss this with their
  Manager/Supervisor/Consultant. The post holder has the responsibility to inform those
  supervising their duties if they are not competent to perform a duty.

## **Resource Management Responsibilities**

- Work at all times with due regard for the finite resources of the unit.
- Take a lead on the introduction of innovative cost saving efficiencies within the ANNP role

### **Risk Management and Safety**

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Trust. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.

#### General

- Adhere to the UCLH Service Commitment "Putting Patients First" and adopt a professional approach to customer care at all times
- Comply with the Trust's Equal Opportunities Policy and treat staff, patients, colleagues and potential employees with dignity and respect at all times
- Take personal responsibility for promoting a safe environment and safe patient care by identifying areas of risk and following the Incident, Serious Incidents and Near Misses reporting policy and procedure
- Take personal responsibility for ensuring that UCLH resources are used efficiently and with minimum wastage, and to comply with the Trust's Standing Financial Instructions (SFIs)
- Comply with Trust policies for personal and patient safety and for prevention of healthcareassociated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps
- In accordance with the Trust's responsibilities under the Civil Contingencies Act 2004 to undertake work and alternative duties as reasonably directed at variable locations in the event of and for the duration of a significant internal incident, major incident or pandemic
- Be aware of and adhere to all Trust policies and procedures, the Health and Safety at Work Act and the Data Protection Act
- Maintain confidentiality at all times

## Other

These guidelines are provided to assist in the performance of the contract but are not a condition of the contract. The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

All staff will be regularly assessed on their knowledge, skills and behaviour, and application of all aspects of the job description, in line with the Trust's Personal Development Review (PDR) process.

Staff will also be expected to abide by the relevant code of professional practice relating to their discipline.

## **Our Vision and Values**

The Trust is committed to delivering top quality patient care, excellent education and world-class research.

We deliver our vision through <u>values</u> to describe how we serve patients, their families and how we are with colleagues in the Trust and beyond.

# We put your safety and wellbeing above everything

Deliver the best outcomes	Keep people safe	Reassuringly professional	Take personal responsibility	
We offer you the k	kindness we would wa	ant for a loved one		
Respect individuals	Friendly and courteous	Attentive and helpful	Protect your dignity	
We achieve throug	gh teamwork			
Listen and hear	Explain and involve	Work in partnership	Respect everyone's time	
We strive to keep	improving			
Courage to give ar receive feedback		Develop through learning	Innovate and research	

# **Person Specification**

Post: Band 8a Advanced Neonatal Nurse Practitioner Candidates Name:

# \*Essential / Desirable – E / D HOW WILL CRITERIA BE ASSESSES? (A) APPLICATION / (T) TEST / (I) INTERVIEW / (R) REFERNCES

REQUIREMENTS	HOW WILL CRITERIA BE ASSESSED? APPLICATION / TEST / INTERVIEW / REFERENCES				
	ESSENTIAL / DESIRABLE*	Α	Т	_	R
Qualifications: Registered Nurse Part 1,12.	Е	✓			
RSCN or RM.	D	✓			
ENB 405 or equivalent.	Е	✓			
A19 Course or equivalent.	Е	✓			
ENB 998 or equivalent.	E	✓			
Educated to Masters Level.	Е	<b>√</b>			
LEO course.	D	✓			
NLS course.	Е	<b>√</b>			
Non-medical prescribing course or willingness to work towards.	E	✓			
Patient Care: Able to organize and prioritise own workload and that of others.	Е			✓ ✓	
Able to work on/under own initiative. Experience in delivering evidence based practice. Exercise independent clinical judgment within	E E	✓		<b>√</b>	
framework of agreed protocols.  Lead and practice at an advanced level.  Evidence of ability to work autonomously within a	E E	<b>√</b>		✓ ✓	
variety of clinical settings Skills in critical analysis and application of research to	E			<b>✓</b>	
practice. Proven competencies in clinical skills. Ability to recognize and analyse complex situations	E E			✓ ✓	
and take appropriate actions	Е			<b>✓</b>	

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Professional Development & Education					
Demonstrates evidence of professional development.					
In depth knowledge of current neonatal issues	E	✓		✓	
Experience working as a preceptor/facilitator.	Е	<b>✓</b>		✓	
Experience in teaching members of the					
multidisciplinary team and responding to learning					
needs.	E	✓		✓	$\checkmark$
Commitment to ongoing implementation of the Trust					
nursing & midwifery strategy, CNO 10 key roles and					
relevant	E	<b>✓</b>		<b>√</b>	
NSF's.					
Ability to work across organisational and professional		<b>√</b>			
boundaries.	E			,	
Ability to negotiate effectively with different				✓	
disciplines	E			✓	
Decision making skills	E			1	
Ability to resolve complex problems	E			•	
Ability to initiate, sustain and evaluate change	E			✓	
Audit and Quality		<b>✓</b>		✓	
Understands importance of audit and able to apply	E				
audit processes to improve clinical practice.					
Indepth understanding of quality issues including					
clinical governance.	E	<b>✓</b>		<b>√</b>	
				·	
Other requirements:					
(e.g. shift work, unsociable hours)					
Evidence of good written and oral communication	_				
skills.	E	✓		✓	
Flexible approach to shift patterns.	E	✓		✓	
Understanding of equal opportunities.	E				
Able to articulate reasons for desire to work in this	E			<b>~</b>	
clinical area at this grade.	E	✓		✓	
Demonstrates understanding of the importance of	E	<b>✓</b>		✓	
working as part of a multidisciplinary team.  Coping strategies for working in a highly stressful	E				
environment	E				
Willing to work on established I.T. systems.	E	✓		✓	
Proficient in powerpoint presentation skills	E	✓		✓	
Willing to complete all mandatory training.	E				
Ability and initiative to develop specialist areas of	E			<b>v</b>	
interest		✓		✓	
	<u> </u>	<u> </u>	l .		