

SOUTH INFIRMARY-VICTORIA UNIVERSITY HOSPITAL
Old Blackrock Road, Cork



Job Description for the post of:

**Clinical Nurse Manager I – Level 1 South Elective –
Permanent Part-time - 19.5 hours per week**

This document sets out the manner in which applications are accepted for the above post in addition to setting out the prescribed Particulars and Qualifications of the post, the Job Description and other relevant information.

Application Process:

4 copies of an up-to-date Curriculum Vitae (unbound) and 4 copies of a Cover Letter should be submitted to:

**The Human Resources Manager
South Infirmary-Victoria University Hospital
Old Blackrock Road
Cork**

The latest date for receipt of applications is:

1.00pm, Friday, 22nd June 2018

Please note successful candidates will be required to submit documentary evidence of all qualifications referred to on application when requested to do so post interview.

The South Infirmary -Victoria University Hospital is an equal opportunities employer

The South Infirmary-Victoria University Hospital

We at the South Infirmary-Victoria Hospital are committed to providing the highest quality service to all our patients in a friendly, safe and caring environment. We endeavour to provide an effective, efficient service in a timely manner with equal access for all our patients. We aim to provide individual patient centered care to each patient and their families and promote patient participation in their care. We encourage good interpersonal relationships. We promote staff and service development through education, motivation and encouragement. We are committed to providing an effective learning environment for future health service staff.

We are a 192 bed Voluntary Teaching Hospital affiliated to University College Cork and catering for approximately 38,500 discharges and 72,500 outpatients each year. We are part of the South/South West Hospital Group.

The Hospital is the Regional Centre for E.N.T. and Dermatology Services. The Hospital also plays a very prominent role in Endocrinology and Rheumatology services in the region. Services are continually developing and expanding at the Hospital.

The following medical disciplines are specialties in the Hospital:

- Anaesthesiology
- Combined Clinic in E.N.T. and Radiotherapy held at regular intervals
- Dermatology
- E.N.T. including an extensive Head & Neck service
- Endocrinology
- General Surgery
- Gynaecology
- Medical Oncology
- Ophthalmology
- Oral & Maxillofacial Surgery
- Orthopaedic Surgery
- Paediatrics - Consultation Service
- Pain Medicine
- Plastic Surgery
- Radiology
- Rheumatology

The SIVUH is primarily an elective hospital with a particular concentration on day surgery, short length of stay and day of surgery admission. There are 9 theatres in total in the complex; 4 General Theatres, 2 Orthopaedic Theatres, 1 Day Surgery, 1 Theatre in the Victoria Wing, and 1 Ophthalmology Theatre. In addition there is an Endoscopy Suite, Pain Management Procedure Rooms and a Minor Procedures Room.

The SIVUH has an extensive Day Surgery service including a Peri-operative Assessment Clinic which is supported by SIVUH Consultant Anaesthetist staff. In addition there is a Pre-admission Assessment Unit.

Informal enquires

Can be directed to the relevant Head of Department / Line Manager

Our website is accessible on

www.sivuh.ie

Details of the Post

Title / Grade:

The title and grade of the post is Clinical Nurse Manager I – Level 1 South Elective.

The post-holder will be based in the Level 1 South Elective Ward and will be responsible for the management and co-ordination of the Level 1 South Elective Ward service throughout the organisation.

Responsible To:

The post holder will be responsible to the Director of Nursing.

Report to:

The post holder will report to the Clinical Nurse Manager II and Assistant Director of Nursing/Directorate Head.

Working Relationships:

The post holder will liaise with all Nursing, Medical, Allied Health Professional Staff, Heads of Departments/Ward Managers, Clerical/Administrative staff and other hospitals /services as required.

Qualifications:

A candidate must, on the latest date for receiving completed applications for the post:

- (i) Be registered in the General Division of the live register of nurses maintained by The Nursing and Midwifery Board of Ireland (Bord Altranais agus Cnáimhseachais na hÉireann (NMBI)
- (ii) Have 3 years post-registration Clinical experience including a minimum of 1 year in Orthopaedic & General Surgical / Medical Nursing
- (iii) Evidence of on-going professional development
- (iv) Have knowledge and experience of research based practice
- (iii) Have Management experience
- (iv) Have experience of Resource Management
- (v) Have experience/knowledge of Risk Management

Desirable:

- (i) Third level qualification in Nursing
- (ii) Management course
- (iii) Post graduate qualification in Orthopaedic Nursing
- (iv) I.T Skills/Experience

Note:

If being processed for appointment, **original documentation** will be sought for:

- (ii) All qualification requirements for the post.
- (iii) Any additional qualification(s) that you may be awarded marks for at interview.

In the event that a number of years experience is required for a post, you will be requested to:

- (i) Provide documentary evidence that you possess same.

Character

A candidate for and any person holding the office must be of good character.

Health

A candidate for and any person holding the post must be fully competent and capable of undertaking the duties attached to the post and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. For the purpose of satisfying

the requirements as to health, the successful candidate, before being appointed, shall undergo a pre employment health assessment. The Medical Examination will be provided by the Hospital.

Overall Purpose of the Post

As a member of the Nurse Management team the post holder has a pivotal role in co-ordination, development and management of activity and resources within the clinical area. The main responsibilities are: Management of Patient Care, Resource Management, Staffing Management, Staff and Service Development, facilitating communication and professional/clinical leadership. The CNM1 will provide exceptional patient care in an environment where quality, respect, caring and compassion are at the centre of all we do. The CNMI will be responsible for monitoring activity, for developing and delivering an agreed level of service.

MAIN DUTIES & RESPONSIBILITIES:

1. To provide physical and psychological care to all patients
2. To carry out all Level 1 South Elective nursing practice in accordance with the Hospital and Level 1 South Elective Unit Policies, including the care, control and administration of medicines
3. Maintain accurate nursing records and Level 1 South Elective Unit Records as per Hospital Policy
4. Demonstrate the ability to continuously assess and monitor the patients while in the Level 1 South Elective Unit.
5. Formulate, implement and evaluate service plans and budgets in co-operation with multi-disciplinary team.
6. Provide a high level of professional and clinical leadership.
7. Manage patient care to ensure the highest professional standards using an evidence based, care planning approach.
8. Evaluate and manage the implementation of best practice policy and procedures.
9. Manage all resources efficiently and effectively within agreed budget.
10. Facilitate co-ordination, co-operation and liaison across multi-disciplinary teams and programmes.
11. Exercise a defined role in the personnel function.
12. Provide support and supportive supervision front-line staff where appropriate.
13. Foster a clinical learning environment and act as a mentor/coach to , Staff Nurses and Post-Graduate and Student Nurses
14. Ensure that effective safety procedures are developed and managed to comply with statutory obligations, in conjunction with relevant staff.
15. Manage communication at ward and departmental level.
16. Participate in the identification, development of skills and delivery of education, training and development programmes for Level 1 South Elective nursing and non-nursing staff.
17. To act as prime resource in clinical nursing issues in Level 1 South Elective Unit and contribute to the formulation, development and implementation of policies and procedures in the Level 1 South Elective Unit.
18. Lead and implement change, with particular reference to recommendations of the Code of Professional Conduct and Ethics for Nurses and Midwives (N.M.B.I. 2014).
19. To lead and motivate the Level 1 South Elective Nursing Team to create direction and philosophy of care in conjunction with the multidisciplinary team and the CNMII
20. To actively participate in the service development and planning of the Level 1 South Elective Service
21. Undertake and implement all necessary safety checks and ensure compliance with all relevant health and safety regulations.
22. There is a responsibility on all staff to adhere to all hospital guidelines, policies & procedures and best practise. This includes Infection Control guidelines, Waste Management, and Environmental Management etc.
23. There is a responsibility on all staff to participate in internal and external audit and review as appropriate.

24. To work in a manner with due care and attention to safety of self, patients, staff and other persons in the workplace with reference to the Health, Safety at Work Act 2005.
25. To report immediately to Line Managers/nominated persons, any accidents or incidents involving patients, staff and/or members of the public in line with hospital policy
26. To comply and be familiar with all hospital policies and procedures and in particular those relating to Safety, Health and Welfare, Infection Control, Hygiene, Risk Management and Decontamination
27. Perform such other duties appropriate to the post as may be assigned from time to time by the Clinical Nurse Manager II, Assistant Director of Nursing, Director of Nursing, Chief Executive, or deputy on his behalf.
28. Participates as a Lead

The post-holder carries responsibility for the nursing service to patients in the department. This includes making provisions for the best possible nursing care of patients at all times; the nomination of persons to act for the Clinical Nurse Manager II, assessment of patient care needs, the development, implementation and evaluation of programmes of care and care plans, and the setting and monitoring of standards of care.

The Clinical Nurse Manager I will also be held accountable for the day to day management of the department and of the human resources (Nursing) working within the department. This includes the ensuring patient centred care is carried out, determination of work to be done, the rostering and allocation of the work, the coaching and supervision of staff, teaching and training of nurses and support staff and participation in the ongoing development and evaluation of systems and programmes for care delivery.

In carrying out the work detailed hereunder the expectation is that, in agreement with the Director of Nursing, work will be assigned to the other Nurses for which accountability will be ultimately held by the Clinical Nurse Manager. 11.

DETAILS OF RESPONSIBILITY:

WORK LOAD ESTIMATION

- On a day to day basis the Clinical Nurse Manager I will decide and allocate the work to be done by Staff Nurses & Student Nurses
- Implement a systematic method for the assessment of individual patients needs and ensure proper documentation of same.

STAFFING AND MANPOWER PLANNING

- Prepare weekly duty rosters for each shift, taking into consideration holiday, study leave and other control limits.
- Plan and allocate teams with appropriate staff numbers, skill mix and level of experience in such a way that will meet the work load.
- Arrange staff meal breaks.
- Support, supervise and coach nursing staff and other support staff in carrying out their allocated clinical duties to the required standard.
- Advises the Clinical Nurse Manager II and the Assistant Director of Nursing when levels fall below or are in excess of that considered by the Clinical Nurse Manager II and the Assistant Director of Nursing to be adequate to meet variations of workload.
- Redeploy staff as required by the nursing service. This may include redeployment of CNM2 to meet service needs.

HUMAN RESOURCES MANAGEMENT

- Promotes nurtures and maintains a high level of staff morale, hence promoting team spirit and job satisfaction among nursing and other staff within the department.
- Implements Safety Health & Welfare Policies and Infection Control Policies in the department.

- Participate in the development of departmental orientation for staff, and within own department implements and evaluates a staff Orientation and Induction Training Programme for nursing and support staff.
- Ensure that all staff practice nursing within the code set for the profession by The Nursing and Midwifery Board of Ireland (An Bord Altranais agus Cnáimhseachais na hÉireann (NMBI)).
- Ensure that all staff know stated Hospital Policies. Handle staff complaints, grievances in accordance with hospital policy and report to the Assistant Director of Nursing.
- Investigate incidents and accidents involving all staff and report these verbally and in writing to the Clinical Nurse Manager II and the Assistant Director of Nursing.
- Co-operate with investigations that are conducted under hospital procedure. All staff are required to participate either as a party to the investigation or as a witness. Investigations may be required under the Hospital's Dignity at Work Policy, Trust in Care, Open Disclosure, Grievance Procedure etc.

PERSONNEL

- Promote, nurture and maintain a high level of staff morale, hence promoting team spirit and job satisfaction among nursing and other staff within the department.
- Implement welfare and safety policies and infection control policies in the department.
- Participate in the development of departmental orientation for staff within own department. Implement and evaluate a staff Orientation and Induction Training Programme.
- Ensure that all staff practice Nursing within the code set for the profession by The Nursing and Midwifery Board of Ireland (Bord Altranais agus Cnáimhseachais na hÉireann (NMBI)).
- Ensure that all staff conform to The Nursing and Midwifery Board of Ireland (Bord Altranais agus Cnáimhseachais na hÉireann (NMBI)' domains of competence.
- Ensure that all staff are aware of and in compliance with stated Hospital Policies and Procedures. Regularly conduct Performance/Probation reviews, return to work meetings etc. Handle staff complaints, grievances in accordance with hospital policy and report to the CNM 2, Assistant Director of Nursing or Deputy.
- Investigate incidents and accidents involving all staff and report these verbally and in writing to the Assistant Director of Nursing./ Directorate Head

EDUCATION/STAFF DEVELOPMENT

- Assesses and identifies training and development needs for nursing staff within the department and seeks to have these met. Contribute to the development of training programmes where appropriate.
- Attendance at appropriate meetings/conferences
- Identify teaching/learning opportunities within the department.
- Participate in clinical department induction training of all new nursing staff, ensuring that Staff Nurses receive sufficient theoretical and practical training to make them safe practitioners.
- Ensure the agreed hospital, specialist administrative and clinical policies and procedures are known to and understood by the staff, and are implemented.
- Ensure that the code of confidentiality is always upheld.
- Provide for teaching, coaching, counselling and training.
- Ensure that agreed nurse training requirements are met.
- At all times act as an effective role model by demonstrating skilled nursing care in the clinical situation of all staff.
- Be prepared to undertake teaching both internally and externally as requested
- Facilitate team work and customer focus
- Ensure professional standards are upheld

CLINICAL NURSING PRACTICE

- Ensures patient centred care is carried out
- Consistent with hospital nursing policy uses a framework and model of nursing to assess individual patient needs.
- Ensures that appropriate nursing care is planned for individual patients based on need assessment and that each individual patient receives prescribed treatment and nursing care, encompassing medical instructions and in conformance with established procedures and standards of care.
- Ensures that verbal and written nursing reporting systems are accurate and adequate.
- Ensures clinical competence of staff in performing clinical activities.
- Introduces new clinical practices or techniques in an appropriate manner in accordance with approved procedures.
- Ensure nursing service is compliant with HIQA standards. Be cognisant of HIQA standards when developing the service.
- Maintains personal clinical skills by performing nursing procedures.
- Directs, supervises and mentors the nursing staff in the management of nursing care, i.e. providing professional and specialist advice on the provision of nursing care and demonstrate practical nursing skills.
- Participates in research in accordance with approved procedures as advised by the Director of Nursing.
- Attends and participates in multidisciplinary meetings.
- Co-ordinate the activities of all staff who visit the department, e.g. Allied Health.

STANDARDS AND QUALITY OF CARE

Take all steps possible to safeguard the welfare and safety of patients and staff by:

- Deciding with the Clinical Nurse Manager II and the Assistant Director of Nursing or Deputy, the indicators to be used to judge quality of services.
- Establishing department management and clinical standards within realistic targets and explicit limits as set by the Clinical Nurse Manager II and the Assistant Director of Nursing or Deputy.
- Ensuring that department staff understand and abide by required standards.
- Checking on the quality of all work done by all department staff and maintain records of same
- Ensure all staff are aware of compliance and standards
- Monitoring and evaluating the outcomes of nursing care for individual patients.
- Convening periodic meetings with the Staff to discuss outcomes of the service and seek suggestions on how the service might be improved
- There is a responsibility on all staff to adhere to all hospital guidelines, policies & procedures and best practise. This includes Infection Control guidelines, Waste Management, and Environmental Management etc.
- There is a responsibility on all staff to participate in internal and external audit and review as appropriate.
- To work in a manner with due care and attention to safety of self, patients, staff and other persons in the workplace with reference to the Health, Safety at Work Act 2005.
- To report immediately to Line Managers/nominated persons, any accidents or incidents involving patients, staff and/or members of the public in line with hospital policy
- To comply and be familiar with all hospital policies and procedures and in particular those relating to Safety, Health and Welfare, Infection Control, Hygiene, Risk Management and Decontamination.
- The post holder is accountable, responsible and has authority for delivering a quality service and ensuring patient safety. The post holder will work within a Risk Management Framework to achieve the HIQA Safer, Better Healthcare Standards and other quality standards as appropriate.
- To attend and participate in such meetings and events as may be required from time to time.

- Any other duties as may be assigned from time to time by the Director of Nursing, Assistant Director of Nursing, Chief Executive or other designated Officer.

BUDGETING

- Identify projected needs through review of the department inventories and advise on appropriate limits of physical resources (resources (drugs, dressings and appliances, linen and other material) to be kept on the department.
- Ensure the economical ordering of department stocks, maintaining agreed stock level controls and adjusting levels according to peaks and troughs in demand.
- Encourage staff to utilise resources judiciously by developing economical habits and adhering to the limits so as to ensure economical use consistent with satisfactory standards.
- Continually monitors staffing-use/skill mix patterns and ensures adequate standards consistent with maximum economy while maintaining acceptable standards for safety.
- Exercise control of all equipment and consults with appropriate people regarding the proper care and maintenance of such equipment.

SELF DEVELOPMENT

The post holder is expected to:

- Maintain, update and develop knowledge on relevant professional development and on all speciality current trends by attending a number of study days each year.
- Participate in internal & external training & development activities
- Develop and maintain personal nursing practice skills.
- Ensure mandatory training is up to date.
- Ensure annual registration with The Nursing and Midwifery Board of Ireland (Bord Altranais agus Cnáimhseachais na hÉireann (NMBI) is up to date.
- Ensure Patient Safety Assurance form is sent to Nursing Administration on a yearly basis.
- Develop Clinical leadership competencies

ADMINISTRATION

- Ensure the correct completion of records and reports.
- Participate in data collection for hospital statistics when necessary.
- Promote the development of clinical and administrative computerisation as relevant.
- Provide an Annual Report of service delivered.
- Perform such other duties appropriate to the post as may be assigned from time to time by the Clinical Nurse Manager II, Assistant Director of Nursing, Director of Nursing, Chief Executive, or deputy on his/her behalf.

Note:

The rate and pace of change in the health service is such that the post holder will be required to update their knowledge and skills to fit the changing requirements of the service. Therefore this job description is an outline of the current broad areas of responsibility and accountability and should not be regarded as a comprehensive listing. It will be reviewed and updated in line with future needs as required.

The post holder will be required to be flexible in this position and must be prepared to undertake any other duties as may be assigned by the Head of Department/Line Manager dependent on service needs. Such duties can be outside the area of one's normal work and may be for other associated Departments as the Hospital may require.

Particulars of the post

1. **Remuneration**
Salary Scale: €44,731- €52,713 per annum (*pro-rata*)
Salary payment frequency will be monthly.
Incremental credit may be granted in respect of recognised experience.

Recognisable experience refers to “previous service in a similar grade in the Civil Service, Local Authority Service, Health Service and other public service bodies or agencies, in Ireland or abroad”. New employees wishing to claim incremental credit for previous employment/s must submit details (documentary evidence) within the first year of their employment, otherwise the Hospital will not be liable for retrospective payments. New employees experiencing difficulty with a previous employer in obtaining any letters/documentation in this regard should notify the Salaries & Wages Department as soon as possible within the first year of employment.

2. The post is permanent, part-time and pensionable.

3. **Annual Leave**

Annual leave and public holidays are granted in accordance with the provisions of the Organisation of Working Time Act, 1997 and in conjunction with Hospital policy and in compliance with national circulars governing leave. Public holidays are dealt with in accordance with the provisions of the Organisation of Working Time Act, 1997 as reflected in the Annual Leave and Public Holiday policy.

0-5 years service: 25 days per annum

5-10 years service: 26 days per annum

more than 10 years service: 28 days per annum (pro-rata)

4. **Working Hours**

19.5 hours per week. Flexibility in consideration of service needs is required. You will be required to work the agreed roster/ on call arrangements advised to you by your line manager. Your contracted hours of work are liable to change between the hours of 8 am to 8 pm over seven days to meet the requirements for extended day services as may be introduced by the hospital.

5. **Superannuation**

There are various Superannuation Schemes in operation. You will be a member of the scheme relevant to you based on your entry date to the public service and previous service if any. You will be issued with the relevant superannuation information directly from the Superannuation Section, Wages & Salaries Department in due course.

6. **Probation**

The appointment shall be made subject to the conditions that: the person appointed shall hold the appointment for a probationary period of 9 months which the South Infirmary–Victoria University Hospital may, in exceptional circumstances, extend by a maximum of 6 weeks. The specific reasons for the extension shall be made known in writing to the person appointed. Performance and conduct of the person appointed will be monitored on an on-going basis within the probationary period, with written reviews every 3 months, to determine suitability for continued employment. Termination of the appointment within or at the end of the probationary period will be at the sole discretion of the South Infirmary–Victoria University Hospital. At the end of a satisfactory probationary period, the South Infirmary–Victoria University Hospital shall certify that the service has been satisfactory and confirm the appointment on a permanent basis. All new employees must complete satisfactory probation/performance monitoring period maximum 9 months prior to being eligible for any benefits under the hospital’s sick pay scheme.

7. **Notice**

When resigning, the post holder is required to give one month’s notice in writing prior to resigning the post, or in default, to forfeit one month’s amount of salary, to be deducted as liquidated damages from any remuneration due at the time of such resignation.

8. **Healthcare Insurance**
VHI / LAYA Healthcare Insurance details are available on the Intranet Human Resources page / HR General. Salary deduction for healthcare insurance can be facilitated for long term temporary (12 months or longer) or permanent employees only.
9. **Confidentiality**
In the course of his/her employment, the person appointed may have access to, or hear information concerning the medical or personal affairs of patients and/or staff, or other health service business. Such records and information are strictly confidential and unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business be divulged or discussed except in the performance of normal duty. In addition, records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody / destroyed in accordance with policy, when no longer required.
10. **Safety, Health and Welfare at Work**
The South Infirmary-Victoria University Hospital is committed to ensuring the safety, health and welfare of all employees. In line with the Safety, Health and Welfare at Work Act, 2005, a Safety Statement is provided by the Hospital and all staff must comply with Hospital safety regulations. The post holder has personal responsibility for Health and Safety in the workplace.
11. **Hospital Policies & Procedures (PPPGs)**
Details of the Hospital's policies and procedures, including the Grievance and Disciplinary Procedure will be issued to the post holder upon commencement of employment. All hospital policies and procedures are available on the intranet (hard copy can be accessed via the hospital library) and employees are obliged to read and familiarise themselves and adhere to same at all times. All new employees must complete satisfactory probation/performance monitoring period maximum 9 months prior to being eligible for any benefits under the hospital's sick pay scheme.
12. **Personal and Hospital Property**
Management does not accept responsibility for property lost, stolen or damaged on hospital premises, whether by fire, theft or otherwise. The right to search your person and/or property (including your motor vehicle) while on or departing from the premises is reserved by Management. Where you are found to be in unauthorised possession of articles which are the property of the hospital, the property of an employee, a patient, a visitor, a contractor or a client of the hospital, you may be liable to sanction up to and including dismissal and may also be prosecuted. A witness, i.e. union representative/colleague (whoever is available) may be present during any such search. Please note CCTV is in operation throughout the hospital.
13. **Garda Vetting**
Garda Vetting is sought for all South Infirmary-Victoria University Hospital employees, who may have significant interaction with children and/or vulnerable adults in the course of their duties, either while in the Hospital or in the community. This is done for the protection of these vulnerable groups. Garda Vetting will be sought for the successful candidate(s). Candidates must comply fully with this process. Failure to comply with this process or to provide false or misleading information will result in exclusion from the recruitment process.

This document sets out the prescribed Particulars and Qualifications of the post, the Job Description and other relevant information and is subject to review and amendment as required.

CNMI – L1South Elective – June 2018

PERSON SPECIFICATION

Clinical Nurse Manager I Level 1 South Elective

Qualifications and Training	
Essential	Desirable
<ul style="list-style-type: none"> ◆ Be a Registered General Nurse ◆ Evidence of ongoing Professional development 	<ul style="list-style-type: none"> ◆ Management course ◆ Third Level Qualification in Nursing. ◆ Post Graduate Qualification in Orthopaedic Nursing

Experience	
Essential	Desirable
<ul style="list-style-type: none"> ◆ 3 years post registration clinical experience including a minimum of 1 year in orthopaedic , General Surgical & Medical Nursing ◆ Evidence of managerial experience ◆ Knowledge and experience of research based practice ◆ Resource Management 	<ul style="list-style-type: none"> ◆ Involvement in quality / audit

Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> ◆ In-dept knowledge of speciality ◆ Ability to work with and motivate team ◆ Excellent written and verbal skills ◆ Experience/Awareness of Risk Management ◆ Knowledge and experience of HIQA Standards 	<ul style="list-style-type: none"> ◆ Management of Risk Management issues

Aptitudes & Skills	
Essential	Desirable
<ul style="list-style-type: none"> ◆ Displays leadership skills ◆ Ability to work on own initiative ◆ Has managed change ◆ Planning & organisation skills ◆ Training and Motivating of Staff ◆ Leading a clinical practice and service quality 	<ul style="list-style-type: none"> ◆ IT skills/Experience ◆ Awareness of issues involved in change management ◆ Professional skills

Personal Qualities	
Essential	Desirable
<ul style="list-style-type: none"> ◆ Excellent communication skills ◆ Approachable ◆ Flexibility to respond to service needs and demands 	<ul style="list-style-type: none"> ◆ Enthusiasm for role