



Progress Your Potential

Achieving opportunity to earn, learn and progress your career

CANDIDATE INFORMATION BOOKLET



Progress Your Potential Candidate Information Booklet

Thank you for your interest in the roles we have within NHS Lothian for the Progress Your Potential programme. This document aims to provide you with crucial information on the opportunities and what is involved from the application stage until the end of the 6-months positions.

Please read this carefully, and if you have any questions on the information detailed in this document, please do not hesitate to email the NHS Lothian Workforce Development Team via:

careersforall@nhslothian.scot.nhs.uk

For your email to be dealt with appropriately, you must ensure you put the following information into the Subject Heading:

Progress Your Potential Query

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Section 1: Frequently Asked Questions

QUESTION	ANSWER
What is Progress Your Potential?	<p>Progress Your Potential (PYP) is a new, and exciting opportunity to be offered a 6-month paid work placement programme within NHS Lothian.</p> <p>The programme provides those who are offered jobs through the programme to gain essential skills for the workplace and gain a qualification that will support any future career or education progression.</p> <p>This will be provided by the experience gained in the workplace and completing education provided by Edinburgh College and Tree of Knowledge.</p>
Who can apply for this programme?	<p>This programme is for enthusiastic and motivated individuals between 16-24yrs of age who live in Edinburgh or the Lothians, this means you will have a postcode which begins with EH.</p> <p>Candidates for this role will have lived experience of the care system in Scotland. We know that this can mean many different things to people. You may have had an experience of the hearings system, received support from a social worker and possibly lived away from your biological parents. This can include kinship care, foster care, secure care, residential care or being looked after at home.</p> <p>Due to the nature of the program, the transition to employment within the NHS and the education you will be expected to complete, it would be beneficial for any</p>

	<p>applicant to already have a mentor or key worker they work with at the time of application.</p> <p>However, if you do not have anyone already in place, this does not mean you can't apply. To discuss this before applying, you just need to get in touch with the Workforce Development Team (careersforall@nhslothian.scot.nhs.uk).</p>
What qualifications do I need?	There are no formal education requirements for applying for these positions.
What positions are available?	<p>There are various roles available through the Progress Your Potential (PYP) programme, such as:</p> <p>Administrative Assistants</p> <p>Play Workers</p> <p>Activity Co-Ordinators</p> <p>More information on each of these roles can be found later in the booklet; this will give you some idea of your tasks within these posts.</p>
What are the salary and working hours?	<p>All positions are paid as a Band 2, which starts at £19,609 per annum pro rata (this works out as £15,687 per annum for 30hrs per week). They are all fixed-term period of 6-months.</p> <p>All posts are 30hrs per week. This will include working between the hours of 7am – 7pm.</p>

Does this include shift work?	Hours will vary depending on your offered role; however, you will only ever need to work Monday to Thursday. The shifts will normally be for 7.5hrs a day, and there will be no night shift working included.
Can I request to work in a specific job?	<p>Any offer of employment will be decided by the Workforce Development team and our partners. Offers and allocation will be determined by service demand, considering your application, interview, skills and experience.</p> <p>If you have a set career pathway or interest, you must let us know in your application form. We will take this into consideration when deciding placements.</p> <p>Positions on offer are located across all of Edinburgh and the Lothians. We will always try to ensure you are offered a position with easy travel routes from your home, however, if you are 22 and under you will be entitled to free travel through the new Scottish Government rules, more information on which can be found here. If you are over 22 then please look at the staff benefits section of this booklet for details of a travel loan offer for NHS Lothian employees.</p>
Do I need experience in a healthcare setting to apply?	<p>No, all we ask is that you are willing and dedicated to learning and gaining experience in the workplace, which will support your personal and professional development.</p> <p>More details on the skills and values we ask for is within the Person Specification, which is at the end of this document. You should read this and ensure that you fit the</p>

	requirements asked for before applying.
What does the recruitment process entail?	<ul style="list-style-type: none"> • Candidates interested in the posts will initially be required to submit an application form via NHS Scotland's recruitment platform 'Jobtrain'. • The link to this advert is only available through your mentor/key worker or the Workforce Development Team. You will be provided with a reference that you will be asked to enter into the application form from the individual who sends you the link to the application form. • If you submit an application and are successful in progressing to the next stage of the process, you will be informed by NHS Lothian. • The Workforce Development Team will provide shortlisted candidates with a link to an information session you must attend. The session will give you an overview of the PYP Programme, positions on offer, and more details about the next stages of recruitment. • You will then be invited to attend a half-day assessment and also a face-to-face interview. Both of days will be attended by NHS Lothian and some other people from the organisations supporting the programme. These activities will allow us to meet and get to know you more before deciding who will be offered positions. <p>More information on this process can be found here.</p>

<p>If I am successful in the interview, what checks do I need to pass to start in the post?</p>	<p>As with all offers of employment within NHS Lothian, your initial offer is only provisional until we have received the following:</p> <ul style="list-style-type: none"> • 1 satisfactory reference - this must be detailed; therefore, who you use as your referee is vital. You need to have direct contact details and a referee from within the last 2 years. More information on who would be a suitable referee can be found here • Pass Occupational Health Clearance – this will include completing an online assessment form. For this, you will require to get information from your GP on any vaccinations that you have. You will then be asked to attend an appointment to meet with one of our occupational health nurses. The date and time will be provided when you are informed of your assessment day outcome. • Satisfactory Disclosure Check – You will either need to get a PVG or Standard Disclosure for these positions. These will be provided by NHS Lothian free of charge. This does mean you must let us know of any convictions before the recruitment process. We would also recommend you discuss with your mentor/key worker or Workforce Development Team before applying whether this would impact your ability to be offered a position with us. <p>Having a previous conviction does not mean you cannot apply for our</p>
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	positions. Still, we ask you to declare any information as part of your application.
What training will I do before I start?	To provide you with some skills prior to starting in your role, all successful candidates will be expected to attend sessions with Princes Trust Scotland. There will be four dates from the 18 th July 12 th August which are mandatory and must be attended before you start in post.
What training will be provided?	<p>Each successful candidate will attend a 2-week induction programme on the start date of employment. You will go through a mandatory training programme before starting in your role. You will be paid for this induction period as this will be part of your 6-month contract.</p> <p>You will also take part in a structured programme of formal learning throughout your 6mths of employment. This will lead to you gaining a recognised qualification at the end of the programme, which will support further career or education progression. More information can be found here.</p> <p>Some of this education will be delivered online. Therefore, our partners at People Know-How will provide you with a laptop and a mobile wifi device to keep. You will also be provided with a digital buddy to assist you with anything you may need to complete your sessions and education successfully.</p>
Is there a probation period?	Yes, as with all new staff starting in NHS Lothian, you will be required to complete a

	12 week probation period.
Will I be working within areas where there are patients who are covid-19 positive?	<p>Yes, due to the nature of the roles, you will be working within areas where there are patients with Covid-19.</p> <p>You will be supplied with the required PPE and will be expected to adhere to strict infection control procedures at all times.</p> <p>Please note that this will involve wearing masks for your shift's full duration; this is a mandatory part of infection control procedures.</p>
Will I have support when I am in employment?	<p>As well as the support from your mentor/key worker (if you have this in place), you will also be allocated a workplace Buddy who you will be working beside in your role. You will also have support from Edinburgh College for your education and the Workforce Development Team throughout the whole duration of your employment.</p> <p>We will all work with you to provide individual support to you through the 6 months of your employment. We all strive to make this programme enjoyable and successful for you.</p>
What happens once my 6mth position is complete?	<p>For employees within the PYP programme who have shown high levels of commitment and engagement within their posts and education opportunities, we will provide signposting and support to apply for suitable permanent positions.</p> <p>We regularly recruit to Modern Apprenticeships and have other entry-</p>

	<p>level roles that may be suitable.</p> <p>For those who do not wish to progress a career within healthcare, we will work with all our partners to support you on the next steps. This may be other work opportunities or into more education programmes.</p>
<p>Am I still entitled to all the staff benefits during my employment?</p>	<p>You will be a staff member, so all benefits, including pension and staff discounts, will be available to you.</p> <p>Some of the benefits you will be entitled to are detailed here.</p>

Section 2: What tasks are included in the different roles?

Activities Co-ordinator

An activity co-ordinator plays an important role within the nursing teams. In this role, you support the nursing team in delivering social and recreational activities to patients in a safe and caring environment.

Some of the tasks you would do as an activities co-ordinator are:

- Assist with planning activities for patients with the support of another co-ordinator
- Support the patients to carry out these activities and get the full enjoyment and purpose in doing them.
- Communicate effectively with patients and their relatives and carers, encouraging all parties to partake in activities.
- Treat all patients as individuals and with dignity and respect.
- Work alongside an extended team of Nurses, Clinical Support Workers and other extended members of the team to support the recreational activities of the patients and ensure this is done safely.
- Maintain effective working relationships with all other members of the team.
- Maintain a safe environment and adhere to the Health and Safety at Work act at all times.
- Gather information on the patients and their activities which may be, at times, of a confidential nature. Relaying this information accurately and within patient confidentiality guidance.
- Adhere to the wards procedures concerning supplies and equipment, ensure stock levels are maintained, and carry out some housekeeping duties to ensure spaces are free of any hazards or infection.

Play Worker

Working alongside other Play Workers and Health Play Specialists, individuals working in this role will be responsible for organising play and recreational activities for all children and young people (patients and siblings) within various settings in the Children's Service. It is an essential role to support children when they are in a healthcare setting.

Some of the tasks you would do as a Play Worker are:

- Assist with the planned daily play activities for the playroom and for individual children, according to individual needs

- Maintain effective communications with patients, siblings, relatives, and other extended team members to ensure that appropriate information is shared and patient needs are met.
- Respect the individuality, values, cultural and religious diversity of patients and their families, and contribute to providing a service sensitive to these needs.
- Be responsible for maintaining play equipment following health and safety standards and in line with Health Associated Infection guidelines.
- Work alongside an extended team of Nurses, Clinical Support Workers and other extended members of the team to support the recreational activities of the patients and ensure this is done safely.

Administration Assistant

The role of the administrative assistant contributes to the effective running of the department and enable the wider team to achieve their outcomes and objectives. This will be done by providing a range of administrative duties and working alongside colleagues to provide high-quality support to the service.

Some of the tasks you would do as an Administration Assistant are:

- General duties such as filing, photocopying and scanning.
- Act as a point of contact via telephone, email and in-person for service users and colleagues across the organisation for any queries about the department.
- Communicate effectively with internal and external service users in both verbal and written formats.
- Plan and organise time effectively to ensure all tasks are completed on time and to a high-quality standard.
- Assist with the coordination of any events which may take place in the department. This may include updating spreadsheets or word documents and distributing these to everyone involved.
- Maintain confidentiality of all sensitive information as per the Data Protection Act (1998) and work within all NHS Lothian policies.

Section 3: Your Learning and Development

All successful applicants will complete a 2-week induction and receive on-the-job training to develop the skills and knowledge required for your role. As an employee on the PYP programme, you will be committed to completing a structured and evidenced formal learning programme.

Tree of Knowledge – Personal Development (Online)

- Attendance at 6 employability sessions, via Zoom with Tree of Knowledge, covering areas such as:
 - Values
 - Resilience
 - Mindset, attitude and behaviours
 - Active Listening
 - Self-belief/Awareness and Management
 - Presentation Skills
 - Personal Development Project
- Completion of 2 workbooks to evidence your learning throughout the programme. Successful completion of this workbook will be used as part of your evidence for your qualification.

Edinburgh College – Certificate of Work Readiness (SCQF Level 4)

You will attend Edinburgh College weekly to complete your education with a blended learning approach. This will involve sessions outdoors and within the college's Healthcare Hub. All learning will be applied to your workplace and evidence gathered to receive the qualification at the end of the programme.

Time will be provided within your week to attend mandatory sessions. This will be included in your contracted hours, and you will be paid for this. Some completion of the booklet will be undertaken in your own time but is also a mandatory part of the programme you will be committing to. This will only require a couple of hours per week.

Workplace Learning – Employability Skills

Within the workplace, you will be required to collect evidence for your qualification. However, the main aim of your workplace learning is to develop vital skills to support personal and professional development within the programme and beyond. The table below evidence some of the important skills which you require to be successful in your career:

Positive attitude to learning	Ability to reflect on your own abilities	Organisational Skills	Health and Safety awareness	Demonstrate patience and understanding at all times
Verbal and non-verbal communication	Demonstrate reliability by completing tasks	Willingness to carry out instructions	Understanding roles and responsibilities in the workplace	Awareness of the values of the organisation
Confidentiality	Listening to others and understanding what is being said	Negotiation	Being able to make yourself understood	Speaking to different people in different settings
Good time-keeping and turning up on time	Letting people know if you can't meet deadlines or make arrangements	Ability to work with others	Meeting Deadlines	Demonstrate a caring and compassionate attitude at all times
Teamwork	Working with others to achieve something	Respecting others and accepting people with different backgrounds	Getting on with people	Changing your behaviour to fit the situation
Setting and achieving goals	Being Motivated-trying hard even when things are difficult	Planning how to achieve goals	Recognising problems and planning how to overcome them	Believing that you can achieve things
Managing feelings/Confidence	Knowing your strengths and weaknesses	Valuing and respecting yourself	Being able to deal with nerves	Understanding your feelings and how they can affect your behaviour
Reliability	Making an effort to do what you say that you will	Ability to work on feedback from others	Being honest with yourself and others in relation to your feelings	Recognising the need to ask for help and asking for this

Section 4: Application Process

Once you have read the outline of the programme in this document and discussed it with a mentor/key worker or the Workforce Development Team, you will be provided with a link to the advert available to submit from 3rd May – 16th June 2022.

Due to the interest expected for these positions, you must submit a high-quality application form via the advert; this will ensure that you are progressing to the next stage of the recruitment process.

The information that you will need for the application form is:

- ✓ All personal details, including the email address that is currently in use and you, have access to everyday
- ✓ All information on your qualifications that you have gained to date and the date these were achieved
- ✓ Details of all your employment history, this does not need to be paid work. It can also be volunteering or any work experience/placements you have completed.
- ✓ Details of at least 1 referee and their direct contact details. The referee must know you have put them forward. They must be contactable via telephone on the day that you are advised to hear back from your interview if successful.
- ✓ A referee must be someone who is able to provide a suitable reference from within the last 2yrs. A referee can be:
 - Your most recent employer
 - If you have recently left school or further education this can be senior member of staff
 - If you have not been in employment or education in the last two years then this must be someone who is a registered professional. E.g. Mentor/Key Worker/Doctor/Social Worker/Nurse
 - If you have any queries regarding this please discuss with the Workforce Development Team.

- ✓ NHS Lothian is a proud 'Awards Aware' organisation. We recognise any youth awards you may have gained to date, and we endorse The Duke of Edinburgh Award. This means we will recognise the valuable skills you may have gained through this experience. You should evidence this on your application. Provide details of any awards you have achieved within your assessment questions and the skills/experience you gained.

Tip tops for completing a successful application form are:

- Always read everything in full; this includes this document and its attachments and the Person Specification and Job Description.
- Be prepared! Start to gather all information in advance and start to put together your response to the 3 assessment questions:
 - Why do you think you are suitable for this role?
 - Why do you want to work for the NHS?
 - Is there any other relevant information that will assist us in shortlisting your application?

More details of what to include within these sections can be found [here](#)
- Put your answers to the above into a document that you can type up and keep, e.g. MS Word or Google Docs. If you save this, it can be a basis for any future applications you may submit after the PYP programme has ended.
- Always check your spelling and grammar. Be careful with your capital letters; use them where needed but never use them for the whole application form.
- When you complete the application form online, NEVER leave any sections incomplete.
- Always get someone to check over your application form; having a fresh look from a different perspective can be extremely helpful, and pick amendments that may need to be made.

Most importantly:

Remember that this is your chance to tell the person who is shortlisting the application forms that you are the person they want for the job!

For more information on how to complete a great application form, please watch the video below and follow the steps and advice provided:

NHS Scotland Application Form Guidance [Video](#).

Section 5: What happens if I have a successful application?

If your application is successful and you are invited to the next stage, below is the process and key dates you will follow:

- You will be sent an invitation via the Jobtrain website on the 20th June 2022 with a link to the information session on 23rd June 2022. This session is mandatory and must be attended.
- The assessment day will take place on the 28th June 2022 and last around 3hrs; at this time, we will collect copies of your ID, which was noted earlier in the booklet. We will provide you with this list again for reference. The face-to-face interview will be on the 29th June 2022 and will last approx 30mins, you will be provided with the time in advance of your interview.
- Assessments will be based on [NHS Lothian Values](#); therefore, please read and understand these in preparation for your interview.
- We recommend you use the STAR interview technique; please see guidance on this from the following links. It is highly recommended that you familiarise yourself with this process:
<https://www.myworldofwork.co.uk/tutorial-how-be-star-interview>
<https://help.open.ac.uk/using-star-technique-in-a-job-interview>
- Successful candidates will be advised, via telephone, on the 30th June or 1st July 2022. If you are unsuccessful, you will be sent an email on the same day via Jobtrain to inform.

Section 6: If you are offered a position, these are the key points

- You will receive your provisional offer via Jobtrain; please ensure that you complete the checklist requested in the email you receive via Jobtrain within 24hrs of this being received. This is a mandatory part of the process and must be completed promptly.
- We will seek your telephone reference as soon as you have verbally accepted the offer. Therefore you must inform your referee that this will be happening and ensure they are available within the first two days after your offer is made.
- Keep in touch with the Workforce Development team at all times and reply to any queries as a matter of urgency; any delays with pre-employment checks can impact your start date.
- You will be expected to attend four sessions with Princes Trust Scotland between the 18th July and 12th August, these dates will be confirmed to all successfully shortlisted candidates at the information session. These sessions are mandatory and will provide you with skills which will be beneficial to your role and an opportunity to meet with other people on the programme.
- Your start date at NHS Lothian will be 22nd August 2022. This date is set, and we are unable to move this start date.
- You will receive mandatory induction into NHS Lothian from Monday – Thursday of your first two weeks. A timetable of your induction will be given in advance of this. The induction is mandatory and must be attended in full before commencing in the clinical area. You will be paid for this induction.
- You will be required to complete your 12 week probation period, as per NHS Lothian policy.
- The last working day of the programme will be Thursday 16th February 2023.

Section 7: What do I need for the next steps?

To be prepared for the recruitment process, you will need to ensure you have the following:

- All the details required for your application form and, most importantly, your referees direct contact details; remember, we cannot accept generic mailbox or contact numbers for companies/education providers.
- Ensure you have IT for the recruitment process; this will need access to a laptop or computer with a camera with access to the internet.
- Have a note of all your addresses over the past 5yrs, including dates that you lived in them, for your Standard Disclosure/PVG Form
- If you have any un/spent convictions discuss this with the Workforce Development Team. We can discuss whether this will impact your ability to apply.
- Get in touch with your GP and ask them for a list of the vaccinations you have had and the dates they were given, this information should be provided free of charge and should not incur any costs to retrieve.
- The following documentation for pre-employment checks:
 - One which is photographic, for example, a current passport/UK driving licence/Young Scot Card (if not available, a birth certificate will suffice) and one with current address (e.g. a utility bill/DWP Letter)
 - One with your date of birth (e.g. birth certificate).
 - Marriage certificate (If applicable)
 - National Insurance number/ Most recent payslip

Section 8: Employee of NHS Lothian – We Value You!

Staff Pay & Benefits

- ✓ Cycle to work scheme, encouraging staff to maintain a healthy and active lifestyle whilst making substantial savings on the cost of a bike and safety equipment. T&C's apply
- ✓ Travel Pass scheme to assist staff in purchasing season tickets through a salary advance.
- ✓ Wide range of NHS employee discounts across several retailers.
- ✓ Generous career average pension scheme including employer's contribution of 15% and tiered employee contributions dependant on earnings.
- ✓ On successful employment into NHS Lothian, you will become part of the Youth Network, providing you with the opportunity to be involved in exciting and innovative work and network programmes with other young people working across all services within NHS Lothian.

Health & Wellbeing

- ✓ Generous annual leave allowance of 27 days and 8 public holidays (pro-rata), with a further 2 days after 5 years service and a further 4 days after 10 years service.
- ✓ Generous sick pay entitlement scheme to support staff where they are unwell, increasing with service.
- ✓ Staff occupational health and counselling service to support staff encountering physical and mental health challenges.
- ✓ Staff health and wellbeing intranet site offering services and signposting for all staff
- ✓ Generous life cover included as part of the pension scheme
- ✓ The opportunity to join established staff networks, including Disability, Black & Minority Ethnic (BME) and Lesbian, Gay, Bisexual and Transgender (LGBT). These aim to provide peer support and companionship as well as many other benefits.

Family Friendly

- ✓ Paid and unpaid parental leave to support staff in bringing up their families.
- ✓ Wide range of flexible working options to support parents and carers.
- ✓ Childcare voucher salary sacrifice scheme.

Job Security

- ✓ Security of employment, with a policy of no compulsory redundancy.

Career Development

- ✓ Incremental pay progressions as staff develop their knowledge and skills.
- ✓ Wide range of career progression opportunities and career pathways to help staff plan their careers.
- ✓ Excellent training and development opportunities to support career development.



NHS Lothian has a range of career development pathways covering 6 core job families. These pathways aim to promote the range of careers choices available in the NHS and help staff and managers explore professional development and career progression options.

- ✓ **Skills** – You can build on the skills you are good at
- ✓ **Ambition** – You can match your skills to those we need
- ✓ **Strengths** – You can support your career goals
- ✓ **Interest** – You can develop your interests in a career.

Section 9: Application Assessment Questions Guidance

When completing your application form, you must provide detail in your answers to the 3 assessment questions. When you are completing these questions, think about all of the points below. This will assist you in submitting a great application and be asked to the next stage of recruitment.

Why do you think you would be suitable for this role?

- Show your understanding of the role – you will get this from the information retrieved from the advert documents (person spec and job description)
 - Show us your understanding of what the role you have applied for does daily.
 - What interested you in applying for this role
- What have you done in the past that can be transferred over to this role?

Previous job roles

Work experience

Employability programmes

Volunteering – worked within a food bank? Assisted vulnerable people during covid?

Awards such as Duke of Edinburgh?

Experience helping others – e.g. family, friends, children

- What transferrable skills did you gain from these? Remember these are skills which include:

Teamwork

Communication

Active Listening

Problem-solving

Leadership

Empathy/Compassion

Watch this video on transferable skills:

<https://vimeo.com/475433534/ac2d7c2d34>

Why do you want to work for the NHS?

- We want to know why you have chosen this role in the NHS instead of any others that may be available to you – make a difference, help others, develop self and skills.
- Demonstrate what initiated your interest in healthcare (e.g. have you/family member experienced the NHS as a patient/do you have family members who work for the NHS/Have you been inspired by the current pandemic)
- Show your understanding of the NHS Lothian Values – demonstrate you know them and how your values are aligned with ours.
- Don't just list them; tell us why you feel you hold them and what you do to evidence the behaviours. Can you pick 2 values and demonstrate how you have put into practice some of the behaviours associated with these? Link to the NHS Lothian Values

Is there any other relevant information that will assist us in shortlisting your application?

- **Never leave this area blank.**
- State your commitment and engagement to the opportunity
- Desire to take part in the employability skills and why/how will it make a difference? For Eg are you interested in the opportunity for coaching, and what would this mean to you?
- Why do you want to do this work placement?
- What do you want to do with it at the end?

Section 10: Person Specification

Criteria	Essential	Desirable
Personal Traits	<p>Understand and possess the NHS Lothian Values: NHS Lothian Values</p> <p>Good at working under pressure and meet deadlines</p> <p>Positive approach & willingness to continue to learn and grow.</p> <p>Demonstrate honesty, integrity, care and compassion when dealing with others</p>	
Qualifications and Training	No formal qualifications are required. However, it would be beneficial to have National 3 or above in English and Maths.	
Experience and Knowledge	<p>Evidence of ability to work within a team and work with others towards achieving shared goals and learning from mistakes.</p> <p>Make the best use of resources, including time, to achieve agreed goals for service delivery and take responsibility for own actions.</p>	
Skills and/or Abilities	<p>Ability to carry out assigned tasks effectively in a busy, dynamic environment</p> <p>Contribute and work as part of a wider team and across services.</p>	

	<p>Ability to work accurately and pay attention to detail.</p> <p>IT skills when using a variety of Microsoft Packages.</p> <p>Practical written and verbal communication skills</p> <p>Good interpersonal skills and communication skills to ultimately liaise with all parties you work alongside, including those internal to NHS Lothian and education provider.</p> <p>Ability to work on own initiative and understand how to problem solve.</p>	
Specific Job Requirements	<p>To work within standards set out in the Healthcare Support Worker (HCSW) code of conduct.</p> <p>Good time-keeping and flexibility to work across NHS Lothian sites</p> <p>Working shift patterns determined by service needs and requirements</p> <p>Ability to work in a physically demanding and challenging role.</p>	