

ISLE OF MAN DEPARTMENT OF HEALTH & SOCIAL CARE

JOB DESCRIPTION

Job Title:	Theatre Practitioner Scrub
Location:	Noble's Hospital Operating Department, Critical Care Directorate
Accountable to:	Clinical General Manager
Reports to:	Operating Department Manager
Pay Band:	6
Job Evaluation Reference No:	0060v4/JE/16
Organisation Chart: (attached)	<pre> graph TD CGM[Clinical General Manager] --- ODM[Operating Department Manager] ODM --- PDM[Practice Development Facilitator] ODM --- TL[Team Leader] ODM --- TPS[Theatre Practitioner Scrub] ODM --- HA[Healthcare Assistant] </pre>
<p><u>JOB PURPOSE</u></p> <p>As part of a multidisciplinary team the post holder will undertake the role of the scrub and circulating practitioner in the theatre unit, Maternity and ITU.</p> <p>The post holder will be responsible for the assessment of care needs for adults and paediatric patients and will ensure that high quality standards of patient care is given through the use of evidence based practice. The post holder will assist in practice development and will be required to teach, support and develop junior staff.</p> <p>Will keep records in relation to patient-related activity maintaining confidentiality and within relevant legislation, guidelines, policies and procedures.</p> <p>In the absence of the daily theatre co-ordinator or Theatre Team Leader will take charge of organising the routine day to day management of the department or theatre list for the length of a shift.</p>	

KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE JOB

- Registered Nurse or City and Guilds 752 / NVQ Level 3 in Operating Department Practice
- Registration in line with the post holders regulating body, either Nursing and Midwifery Council (NMC) or Health Professions Council (Hpc)
- Maintain and improve professional knowledge, skills and competence to ensure the delivery of evidence based practice in line with the Health Professions Council (Hpc) and Nursing and Midwifery Council (NMC)
- Demonstrate knowledge and competence in the use of complex medical equipment and medical devices used in the theatre suite
- Demonstrate an understanding of invasive surgical procedures and techniques underpinned by theory
- Attend and participate in the process of Individual Performance review and identify own educational and training needs and incorporate them within the needs of the Department, Directorate and Organisation
- Ability to educate, supervise and assess ODPS, RNs and HCAs and students
- Following appropriate training be able to provide extended practices such as (*add as applicable*)
- Attend, demonstrate and maintain competence in mandatory training such as CPR, Moving and Handling, and attend up dates as appropriate, in line with hospital policy
- Maintain a professional portfolio in accordance with Post Registration Education and Practice (PREP) requirements as defined by NMC (2002) and Continuing Professional Development as defined by Hpc consultation paper (2004)
- Be familiar with and adhere to all directorate / organisational / departmental policies
- Demonstrate effective time management of self and others
- Demonstrate consistent clinical credibility by ensure that all practice and professional activity meets with Hpc and NMC Codes of Conduct and associated guidelines
- Commitment to and evidence of on-going professional and practice development and maintaining acquired skills
- Demonstrate effective listening and interpersonal skills such as when dealing with relatives, healthcare professionals and during assessment of patients in the holding bay, anaesthetic room and recovery
- Basic Life Support
- Ability to work using own initiative
- Ability to work in a team

MAIN DUTIES & RESPONSIBILITIES

- Maintain professional registration
- Ensure that all practice and professional activity meets with Hpc and NMC Codes of Conduct and associated guidelines

- Must not, by act or omission, endanger the safety of him / herself or others and must report all untoward occurrences
- Responsible for the assessment of perioperative care needs and the development, implementation and evaluation of programmes of care for patients to ensure delivery of a high standard of individual nursing care
- Supervise and monitor theatre practitioners and students to ensure care delivery is of a high standard and it is in accordance with local policy
- Provide competent scrub and circulating skills to ensure patients receive a high standard of care in a safe environment
- Maintain safe custody of all drugs and controlled drugs within locally and nationally agreed policies ensuring all legal aspects of their administration is adhered to, ensuring safe management of patients within the department
- To be aware and assist Theatre Team Leaders in the economic use of resources in order to help the department manage the budget
- Assist in maintaining a safe environment for yourself and others, taking reasonable care to avoid injury
- Responsible for maintaining patient healthcare records to agreed standards in line with Professional and organisational guidelines
- Organise own workload to ensure that the interests of the perioperative patient are met

- **CLINICAL**

- Act as patient's advocate in promoting, and delivering the highest standards of nursing care, ensuring all fundamentals of care are addressed, and current, relevant policies and procedures are adhered to
- Responsible and accountable for the assessment, planning, implementation and evaluation of the care needs for patients ensuring safe practice and maintaining high standards of care
- Safeguard the unconscious patient at all times, e.g. safe transfer and positioning of patients with attention to patient comfort, dignity and safety with regards to circulatory, respiratory, musculoskeletal and neurological structures at all times whilst providing optimum exposure for the operative procedure
- Check theatre equipment and environment are functioning appropriately and ready for use, preparing in relation to the requirement of the operating list for both routine, emergency and complex cases
- Be able to interpret and anticipate the needs of the patient when dealing with emergency situations and unknown problems which may arise during the perioperative phase
- Take responsibility for all swabs, needles and instruments used in clinical invasive procedures are accounted for at all times to prevent foreign body retention and subsequent injury to the patient in line with departmental policy
- The scrub practitioner may be required to provide minimal assistance at the surgeons request. This assistance will relate to:
 - Cutting of sutures
 - Supporting a retraction suture e.g. Vasectomy
 - Retraction of tissues – but only in circumstances which involve superficial layers. In these circumstances the surgeon, not the scrub practitioner, will

place the retractor into position and re-position if necessary e.g. Lipoma.
Dupytryns

- Take responsibility for the correct care, handling, documentation and despatch of tissue specimens, and other product specimens, in accordance with departmental policy
- Apply and maintain a high standard of aseptic technique to prevent contamination of an open wound, isolate the operative site from the surrounding unsterile physical environment and create, maintain and promote a sterile field to provide a safe environment for the patient
- To maintain effective communication with patients / relatives / carers and other members of the multidisciplinary team to ensure that appropriate information is shared and patient needs are met
- To communicate with the daily co-ordinator, surgical and recovery team in arranging emergency cases, and ensure equitable use of theatre, anaesthetic and recovery room time
- To arrange the reception, transfer and discharge of patients in accordance with departmental policy
- To be responsible for the checking of department controlled drugs and to ensure that local policy is adhered to
- Write reports, record observations and maintain care plans, including electronic data storage; and other appropriate records, accurately, legibly and concisely
- Provide on call cover after appropriate skills assessment for theatre and maternity
- To ensure all theatre equipment and machines are in good working order, report defects or repairs required immediately to Theatre Team Leader / Theatre Co-ordinator
- To work with other team members and medical staff to ensure the smooth running of operating lists to maximise efficient use of theatre time and effectively clinically manage each patient
- Maintain accurate, legible, contemporaneous written records of patient care maintaining confidentiality and in line with relevant legislation, guidelines, policies and procedures
- Incorporate health education and health promotion, as appropriate, within clinical practice through providing verbal and written information to patients / relatives / carers

- **PROFESSIONAL**

At all times:

- Maintain professional registration in line with Hpc / NMC requirements
- Comply with Hpc Code of Professional Conduct and standards of Proficiency and NMC Code of Professional Conduct and associated guidelines
- Work within agreed department philosophy
- Act in such a manner as to promote and safeguard the interests and well being of patients

- Be able to work, where appropriate, in partnership with other professionals, support staff, patients, clients and users, and their relatives and carers
- Be able to build and sustain professional relationships as both an independent practitioner and collaboratively as a member of the team
- Establish and maintain effective communication channels with all members of the multi professional team
- Adhere to departmental and hospital policies and procedures
- Maintain full and accurate clinical records and be aware of the legal implications of these documents
- Maintain accurate records relating to traceability of medical devices
- Act at all times as a professional role model to patients / relatives / carers / staff / general public in order to promote public confidence
- Contribute to the supervisory and peer processes of mentoring, assessing and supporting new, junior and established members of staff

- **TRAINING, EDUCATION & RESEARCH**

- **Hpc / NMC Registration**
- Experienced in patient safety procedures and measures relating to the pre, peri and post operative care of the patient
- To sustain and improve own educational and professional development needs through personal study and through the use of available opportunities
- Contribute and assist the Practice Development Facilitator in the implementation of an effective induction, orientation and training programme for new members of staff
- Contribute to the ongoing / continuous professional development of Operating Department Practitioners, Registered Nurses and Health Care Assistants e.g. supervise clinical practice, observe and assess competency of practice
- Keep up-to-date with current trends within speciality and ensure practice is evidence based
- Participate in clinical audits and surveys in line with National / organisational audit tools
- Be involved and assist with changes in care/activity, where evidence identifies the need
- Demonstrates a willingness to learn
- Under direction and supervision of Team Leaders / Practice Development Facilitator / Operating Department Manager participate in clinical trials in accordance with the procedure of the trial
- Assist and contribute through comment and suggestion with the development, review and implementation of departmental policies when requested to do so by the Operating Department Manager utilising research based evidence
- Contribute to the writing of shared guidelines / protocols for care through comment and suggestion
- Identify, collect and participate in the evaluation of information to support the multi-

disciplinary decision making

- **PLANNING & ORGANISATIONAL SKILLS**

- Organise own workload and workload of ODPs, RNs, students and HCAs in the theatre suite to safely meet the perioperative needs of the patients on the scheduled operating list
- Able to adapt to changing situations and is calm in challenging, stressful situations such as perioperative death of a patient / unexpected surgical complications e.g. haemorrhage
- Check theatre equipment and environment are functioning appropriately and ready for use
- Take an active part in the team and recognise the contributions of all of the teams within the operating department including theatre, recovery, medical and anaesthetic, housekeeping, clerical, portering and other allied healthcare professionals
- Plan, organise and co-ordinate straight forward activities such as:
 - Ensuring safe staffing levels and skill mix on a shift basis
 - Staff breaks
 - Staff movement
- Support the planning and co-ordination of patient care for routine operating lists and the accommodation of emergency patients onto an operating list during hours and out of hours

- **COMMUNICATION**

- Attend and participate through opinion / comment / suggestion in unit meetings on a weekly basis to ensure an awareness of developments and initiatives within the area of practice to ensure that all communication is performed clearly and accurately to ensure information is relayed accurately and in a timely manner to the appropriate personnel

On a daily basis:

- Ensure written communications are legible and the information is stated clearly for recipients to understand
- Maintains accurate, legible, up to date written records of care, ensuring that all entries are dated, timed and professional status stated
- Adheres to Noble's Hospital record keeping policy
- Provide and receive sensitive and confidential information by telephone, written, electronically and verbally from all healthcare professionals regarding patient care
- Expected to utilise effective verbal and non-verbal communication and interpersonal skills with patients / carers / relatives / visitors and healthcare professionals with internal departments and external departments, e.g. Transplant Co-ordinator, Company representatives in relation to specific equipment
- To maintain effective two way communication with patients / relatives / carers and other members of the multidisciplinary team to ensure that appropriate information is shared and the patient needs are met
- Be able to modify communication methods to address and take into account of

factors such as age, physical and learning disability

- Be able to select, move between and utilise appropriate forms of verbal and non-verbal communication with patients / relatives / carers / visitors who may be distressed / angry / confrontational
- Ability to demonstrate IT skills in the correct use of the Radiology Picture Archive Computer System (PACS) following training
- Maintains patient confidentiality and is discreet when communicating sensitive information to patients (adults and children) / relatives / carers and healthcare professionals
- Able to act as a representative of the Department at appropriate meetings at the request of the Operating Department Manager / Clinical General Manager, e.g. Transforming Care groups, Infection Control link nurse group

• **MANAGERIAL/LEADERSHIP**

- On a weekly basis take charge of the department or manage a theatre session in the absence of senior staff
- Be a professional role model for the patient and the team
- Assist the theatre co-ordinator with staff allocation to ensure appropriate skill mix is maintained
- Demonstrate economic use of resources by maintaining prescribed department stock/ stores levels, storage and rotation of stock
- Allocate duties and supervise junior RNs, junior ODPs, student nurses and HCAs, in line with their individual levels of competence, and act as a resource of advice to ensure their learning objectives are met e.g. clinical procedures
- Participate and contribute towards by acting as preceptorship / mentorship to new staff and students into the department in line with professional / organisational guidelines
- Practice good time management

• **CLINICAL GOVERNANCE**

- Reports and records untoward incidents / complaints / accidents involving staff, patients or visitors in accordance with the organisation's risk management strategy and hospital's complaint procedure.
- Contributes to and participate by giving comments in departmental review of untoward incidents and investigation as required, supporting any necessary remedial actions
- Comply and participate in the DH framework of Clinical Governance within the department, seeking advice or guidance where necessary
- The post holder is aware of, has read and complies with departmental and hospital policies, procedures and guidelines. This will include the identification of risk (clinical, health and safety and security)
- Undertake and action as necessary within risk assessment in accordance with statutory guidance and hospital policy and procedures such as COSHH; moving and handling

- Adheres to Infection control Manual policies at all times
- Assist in the maintenance and monitoring of an acceptable environment for patients, reporting and taking appropriate action on hazards and faulty equipment
- Maintain appropriate knowledge about and involvement in, agreed strategies and programmes to continuously improve standards of clinical care through:
 - Patient and user involvement
 - Risk and complaint management
 - Clinical effectiveness and audit programmes
 - Continuous professional development

- **SYSTEMS & EQUIPMENT**

- Attend equipment training and up-date sessions to ensure correct use and knowledge of all sophisticated and non-sophisticated medical equipment and medical devices used in the department and in accordance with manufacturer's instructions
- Ensure accuracy is maintained in the ordering, storage and administration of medications in accordance with local hospital policy
- Expected to co-operate with management to maintain safe systems and safe workplaces
- Always check that equipment is safe to use and clean prior to use to prevent harm to yourself, other colleagues or the patient in accordance with Infection Control Manual / departmental / hospital policies
- Responsible for removing faulty equipment from area of use, attaching a fault notice and reporting promptly to the Theatre Co-ordinator
- Examples of equipment and machinery used:
 - **Very Specialised:** surgical video monitoring; diathermy machines; tourniquet machine; rigid and flexible endoscopes; rigid telescopes; endoscope disinfection machine; operating tables & attachments for positioning of patients for operative procedures; laser; microscopes; Phacoemulsification machine, colposcope, complex medical devices e.g. anastomosis stapling guns / oesophageal stents / TVT devices; highly complex surgical instrumentation e.g. spinal surgery instrument / joint replacement instruments / laparoscopic surgery instrumentation
 - **Specialised:** patient monitoring; operating light, Image Intensifier; Airpal; Flowtron anti-embolism equipment
 - **Generic:** Alaris volumetric and syringe pumps; defibrillators; electric beds; Flowtron anti-embolism equipment; bedpan washer
- Assist with the routine service and maintenance of equipment by accommodating the service engineer's requests
- Assist and maintain prescribed department stock / stores levels, storage, rotation of stock to ensure the most economic use of resources
- Maintenance of patient records
- Working knowledge of IT systems, e.g. Patient Administration System (PAS) / Picture Archive Computer System (PACS)
- Ensure own timesheet is completed and accurate

- **DECISIONS & JUDGEMENTS**

- Able to assess, plan, prioritise, implement and evaluate nursing interventions to meet patient needs both independently and taking into account input from other members of the multidisciplinary team
- Assess and evaluate patient condition to establish any change, report to Surgeon or Anaesthetist and act accordingly
- Able to anticipate acute perioperative complications, report and implement the appropriate actions required based on recovery knowledge, skills and experience
- Analysis of patient condition and subsequent planning of programmes of care e.g. complications of surgery
- Recognise own limitations in the provision of clinical care and refer to other health care professionals accordingly
- Be able to anticipate and initiate resolution of problems e.g. unexpected haemorrhage and be able to exercise personal initiative in providing for the needs of the surgeon

Confidentiality

In the course of your duties you may have access to confidential material about patients, members of staff or other business of the Department. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by your employers as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the Data Protection Act 2002.

Health & Safety/Security

It is the duty of all employees to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

Safeguarding

The Isle of Man is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects staff to share this commitment.
Staff must work in accordance with all health and social care policies relating to safeguarding.

JOB DESCRIPTION AGREEMENT

I have read and agree with the content of this job description, and accept that the role will be reviewed annually as part of the development review process.

Job Holder's name (please print)

Date:

Job Holder's signature:

Line Manager's name (please print)

Date:

Line Manager's signature:

JOB DESCRIPTION APPENDIX 1

PHYSICAL, MENTAL & EMOTIONAL DEMANDS OF THE JOB AND WORKING CONDITIONS

THEATRE PRACTITIONER SCRUB

This section should describe the nature, level, frequency and duration with which you will be expected to deal with physical, mental and emotional effort and the nature, level, frequency and duration of demands arising from inevitably adverse environmental conditions.

Physical Effort

- High frequency activity using medium to heavy weights for frequent short periods of time per daily shift for each patient on the operating list. This constitutes a high percentage of time worked and occurs every day for every patient
- Regularly required to stand for long periods, which could be in excess of four hours e.g. scrubbed at the operating table
- Physical ability to carry out manual handling duties e.g. movement and positioning of patient in excess of 15 kilos
- High frequency activity manoeuvring of equipment involving pushing, pulling and manipulating of operating tables; heavy instrument trays; video monitor machine; endoscopy workstation; Image Intensifier. This constitutes a high percentage of time worked and occurs every day for every patient
- High frequency working in a confined position in-between an operating table and sterile instrument trolley for every patient scheduled to the operating list. This constitutes a high percentage of time worked and occurs every day for every patient
- High physical dexterity which will require eye to hand co-ordination for the preparation and use of surgical instruments and medical devices
- Frequently kneel, crouch, twist, bend and stretches in the provision of perioperative care, correct machine and equipment positioning and cleaning and maintenance of equipment following surgery
- Physically active at all times due to constantly moving around department between holding bay, anaesthetic room, theatre and recovery
- Frequently active in the theatre suite maintaining the needs of the surgical team for each patient operative procedure
- High frequency cleaning and tidying following each patient operative procedure e.g. cleaning all trolley surfaces; mopping the floor; cleaning scrub sinks
- Less frequent daily task of replenishing of stock used in the theatre on a daily basis
- Less frequent daily task of equipment cleaning, storage and maintenance
- Frequent daily task of tidying and cleaning theatre room following completion of operating list

Mental Effort

- High frequency predictable concentration required for carrying out the responsibilities of the scrub practitioner per patient scheduled on the operating list during the invasive procedure
- Occasional requirement for prolonged concentration required for carrying out the

responsibilities of the scrub practitioner for major, prolonged operative procedures and in the event of complications of anaesthesia / surgery occurring

- High frequency predictable concentration required during the setting up of complex and sophisticated equipment e.g. laparoscopic equipment
- High frequency concentration for maintaining the correct care and handling of tissue specimens
- High frequency concentration when performing patient check in procedures
- Frequent interruptions whilst delivering recovery care, to deliver messages, request for information, request for patient investigations
- Concentration required to recognise and to anticipate changes in patient's condition and acute anaesthetic complications and implement the appropriate actions required based on specialist recovery knowledge, skills and experience
- Recognising own limitations in the provision of clinical care and referring to other health care professionals accordingly
- Planning working day effectively to meet the demands of a busy operating list, responding to changes made to the scheduled running order of the list or to accommodate an unscheduled emergency case
- Using invasive procedures when administering intravenous infusions / blood transfusion
- Will be expected when experienced to carry out several tasks at one time switching tasks throughout the shift
- Subject to regular interruptions and demands from colleagues, medical staff, patients and other health care professionals
- Weekly or twice weekly on-call commitment for out of hours emergency surgery sessions weekdays and weekends
- Will be expected to undertake twice weekly on-call commitment for four weeks per annum during the TT / MGP periods

Emotional Effort

Frequent:

- Regularly exposed to distressing circumstances due to the death of a patient during surgery due to major trauma, death of a child, an unexpected death, organ retrieval or unexpected complication of surgery resulting in critical patient condition
- Caring for critically ill patients whose condition may not improve despite surgical intervention
- Communicating to and receiving from patients / relatives sensitive and confidential information which may lead to supporting them when they are upset, distressed or angry
- Ability to deal with confrontational colleagues
- Caring for confused, distressed, emotional, aggressive and anaesthetically disorientated patients adults / children

Working Conditions

- Frequent exposure to highly unpleasant working conditions in theatre – contact with body fluids, faeces, vomit and foul linen
- Daily frequent exposure to contaminated equipment and instruments from body fluids used in

the anaesthetic / recovery care of a patient

- Working in increased theatre temperatures (30 degrees Celsius) during paediatric surgery
- Working in a controlled environment under artificial light and may be required to wear protective clothing e.g. lead aprons / masks / goggles
- Frequent exposure to sharps e.g. needles; syringes
- Exposure to infectious illness / conditions
- Contact with hazardous chemicals on a daily basis (anaesthetic volatile agents, formalin, cold disinfection agents)
- Possible exposure to chemical spills (i.e. formalin, cold disinfection agents)
- Handling and preparation of human tissue for either pathology specimens or for disposal
- Burnt flesh e.g. diathermy procedures
- Occasional exposure to hostility / verbal / physical aggression from patients / staff / relatives
- Disposal of clinical waste
- Frequent use of visual display unit e.g. Picture Archive Computer System (PACS)

AGREEMENT OF ABOVE DESCRIPTION

I have read and agree with the above description.

Job Holder's Name (please print) **Date:**

Job Holder's Signature:

Line Manager's Name (please print) **Date:**

Line Manager's Signature:

ISLE OF MAN DEPARTMENT OF HEALTH & SOCIAL CARE
OPERATING DEPARTMENT / CRITICAL CARE DIRECTORATE

POST Theatre Practitioner Scrub

PERSON SPECIFICATION

CRITERIA FOR SELECTION (Justifiable as necessary for safe and effective performance)	ESSENTIAL REQUIREMENTS (A clear definition for the necessary criteria)	DESIRABLE REQUIREMENTS (Where available, elements that contribute to improved/immediate performance in the job)	METHOD OF ASSESSMENT (Application, CV, Portfolio, Certificates, Interview)	LINK TO KNOWLEDGE & SKILLS FRAMEWORK
QUALIFICATIONS	City & Guild 752 or NVQ Level 3 Operating Department Practice Registered Nurse with effective NMC registration Willingness to undertake mentorship course within 12 months Basic Life Support	City & Guilds D32/33/34 City & Guilds 7307 ENB 776 / 183 or equivalent theatre course Mentor / preceptorship training ENB 998 or equivalent	Application form CV / Certificates Hpc check Portfolio NMC check	
KNOWLEDGE & EXPERIENCE	Experienced in scrub and circulating duties Experienced in patient safety procedures Evidence of continuing educational and professional development Understanding of professional accountability Current professional profile Awareness of current issues in nursing and Operating Department practice Ability to prioritise and decision making skills	Experience of team leading Knowledge of relevant research and its application to practice Six months to one years post graduate experience as a scrub / circulating practitioner	Application form CV Scenario Portfolio	
SKILLS & ABILITIES	Demonstrate effective communication and interpersonal skills	Innovative practitioner	Interview Scenario Portfolio	

	<p>Competent scrub / circulating skills</p> <p>Supportive team member</p> <p>Ability to assist with the process of change</p> <p>Able to supervise, support and educate team members</p>			
PERSONAL ATTRIBUTES	<p>Professional role model</p> <p>Flexible and adaptable to meet the needs of the role</p> <p>Commitment to undertake on-call</p> <p>Friendly disposition</p> <p>Motivated</p>		Interview	
OTHER RELEVANT REQUIREMENTS	<p>A keen interest in the speciality</p> <p>A commitment towards quality in nursing and patient care</p> <p>Evidence of involvement in quality issues</p> <p>Satisfactory Police Check</p>	<p>Able to cope with potentially stressful situations</p> <p>Isle of man Worker</p>	<p>Interview</p> <p>Portfolio</p> <p>Pre-employment Checks</p>	