

Position Title: Laboratory Services Officer

**Reports to:** Facility Coordinator

Job Location: Mwanza Employment Type: Full-time

**Travel:** Up to 70% in intervention districts

#### **Position Summary:**

The Laboratory Services Officer is a self-motivated individual who will be leading the regional programmatic laboratory services in supported facilities to meet the programmatic targets. The incumbent will be responsible for providing all technical aspects of ICAP's programs activities, technical assistance and coordination of all lab project related activities to all supported sites in Mwanza. S/he will work in close collaboration with R/CHMTs, ICAP and other stakeholders to provide an overall technical leadership and oversight of program activities. Her/his main objective is to guarantee the highest technical and logistical performance of all laboratory related program activities.

- Provide oversight and lead the implementation of all ICAP related laboratory services in Mwanza region.
- Provide technical support on HIV viral load (HVL) and Early Infant Diagnosis (EID) services
  focusing on sample collection, processing, packaging, transportation, testing, and result
  reporting to the respective hubs and spokes sites.
- Ensure all laboratory tests under ICAP support are carried out on time and according to the National and ICAP Guidelines/Standard Operating Procedures (SOPs)
- Support the analysis, tracking and communication of sample rejection information, reasons for rejection & recollection rates per site to allow prompt technical support and guidance.
- Collaborate with other program members to strengthen integrated sample transportation system from spokes to hubs and to the testing labs and results back to respective sites
- Ensure maximum utilization of electronic sample referral system for improved turnaround time of test results
- Provide support to lab team to ensure timely collection and submission of laboratory services data as well as support strengthening of the related M&E systems – in collaboration with the SI team
- Support the implementation of laboratory quality management systems to ensure provision of high-quality laboratory services
- Collaborate with R/CHMTs and other stakeholders to ensure all supported sites are participating in External Quality Assessment (EQA), Quality Control (QC) and Quality Assurance programs
- Coordinate weekly virtual meetings with hubs and high volume sites lab focal persons for service progress follow up and troubleshooting of all gaps and challenges for immediate responses.
- Collaborate with laboratory managers, RCHMTs and MSD to ensure uninterrupted laboratory services through consistently availability of reagents, consumables and supplies.
- Coordinate and participate in periodic meetings with stakeholders to discuss progress of VL/EID testing and other laboratory tests
- Design and implement supervisions, training and mentorship programs to improve performance of supported sites



- Coordinate and oversee the design, implementation, monitoring and evaluation of Quality Improvement initiatives.
- Coordinate and oversee the Laboratory biosafety and biosecurity related activities to ensure safety and protection of public health and the environment
- Collaborate with R/CHMTs, implementing partners and other stakeholders to ensure consistency functionality of HIV and TB Laboratory Information Systems (LIS).
- Work with other program team to prepare, review and submit progress reports daily, weekly, monthly, quarterly as required.
- Participate in annual work plan development, budget preparation and ensure the implementation of laboratory activities at region per approved plan.
- Perform any other duties as assigned by supervisor.

## Qualification, Knowledge, and Skills

- Required Education: Degree in Laboratory Science/Biomedical Laboratory Sciences
- Required Technical Experience: Minimum 3 years of working experience in public health programs, including three years' hands-on technical expertise in delivery of routine Laboratory Services related to HIV and TB programs.
- Experience of working as TOT or Mentor for the QMS services will be added advantage
- Work experience in PEPFAR-funded HIV programs will be highly desired.
- Experience in monitoring, analysis, and interpretation of programmatic and operational research related to laboratory services for HIV and TB interventions.
- Ability to work and deliver under pressure and tight deadlines with minimum supervision.
- Excellent communication (both verbal and written) and presentation skills.
- Fluency in both written and spoken English and Swahili languages.
- Strong computer skills (MS Excel, Word, and PowerPoint).
- Strong problem-solving skills and ability to work independently with minimal supervision.

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**Position Title:** Mobile Pharmacy Provider **Reports to:** Community Coordinator

**Employment Type:** Full-time **Job Location:** Mwanza

**Travel:** Up to 70% in intervention districts outside of the job location

#### **Overall Job Function:**

The Mobile Pharmacy Provider works with the ICAP regional team, health care workers, and community lay workers to conduct differentiated service delivery for HIV care and treatment by supporting comprehensive CTC services and HIV pre-exposure prophylaxis (PrEP) in community settings per national guidelines and SOPs.

### **Specific Responsibilities and Duties:**

- Enroll stable clients into the Differentiated Service Delivery (DSD) model, verifying criteria and providing education to clients on outreach modalities
- Identify fixed community locations for PrEP and ART refill for eligible clients in collaboration with R/CHMT, healthcare workers, and peer volunteers.
- Register all clients in ART/PrEP outreach registers and ensure information is captured in health facility records.
- Develop w or monthly calendar showing the exact date, time and location (fixed point) for ART/PrEP refill.
- Retrieve and review all files for community refill prior to the event
- Submit pharmacy supply requisition prior to the event
- Ensure all other logistics are in place, including transport (Bajaji), registers, and forms, utilizing checklists.
- Support comprehensive clinical services for ART/PrEP as per national care and treatment guidelines
- Review client eligibility for ART/PrEP refill on each encounter
- Update all registers and forms and submit them to the respective department for update in the database
- Assist with monitoring program performance and timely and accurate submission of activity reports, and suggest adjustments as needed to the implementation plan
- Return all remaining medicines to the pharmacy to update pharmacy inventory.
- Follow up with clients to remind them of their refill schedule in collaboration with peer volunteers
- Complete index elicitation and set appointments for index testing for eligible and willing clients.
- Perform any other tasks as assigned by the supervisor.

### Qualifications, Knowledge, and Skills:

 Required Education: Medically trained personnel (nurse, Clinical Officer, MD, MBBS or equivalent) who have current certification, qualifications, and training on the provision of HIV care and treatment services.



- Required Technical Experience: Minimum 2 years' experience in the provision of HIV care and treatment services in a facility or community setting
- **Required Other Experience**: Must be able to drive and hold a valid, current national driving license for category B/D (four passenger vehicle) in Tanzania.
- Excellent speaking, reading, and writing skills in English and Kiswahili
- Excellent computer skills, at minimum, with Microsoft Office package
- Ability to maintain confidentiality regarding clients' health status and the sensitive information contained in data sources.
- Flexibility to work after normal working hours and weekends at informal gatherings and entertainment centers and travel extensively to remote areas, including islands.
- Ability to interact well with all targeted groups and peer outreach workers by facilitating a non-judgmental, non-discriminatory, and non-stigmatizing environment in the program to welcome all key and vulnerable population beneficiaries regardless of their background
- Must be a Tanzanian Citizen

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## Position Title: Pediatrics/PMTCT/CECAP Officer

**Reports to:** District Program Lead

Job Location: Mwanza Employment Type: Full-time

**Travel:** Up to 70% in intervention districts

### **Position Summary**

The Pediatrics/PMTCT/CECAP Officer will coordinate the implementation of pediatric and adolescent HIV, PMTCT, and CECAP services in a district council. S/he will coordinate the Pediatrics, PMTCT, and CECAP portfolio to ensure efficient implementation, M&E, CQI implementation, and reporting of all interventions and indicators. In addition, s/he will work with the respective CHMT members in collaboration with other ICAP staff, facility providers, and expert clients to ensure that all activities are implemented per the GoT and PEPFAR standards.

- Support the design, implementation, M&E, data use, CQI, reporting, and documentation of pediatric and adolescent HIV, PMTCT, and CECAP activities.
- Work with CHMTs and other ICAP staff to build capacity and mentor facility providers on the
  implementation of program priorities such as accelerating index testing for biological
  children, focused HIV testing for adolescents aged 15-19, provision of optimal ART regimen
  for children, pediatrics and youth-friendly services, psychosocial support, EID, maternal
  retesting, viral load testing, mentor mother initiatives, and all other interventions as per the
  national and donor guidance.
- Work with district teams to implement innovative, data-driven, quality pediatric and adolescent HIV treatment, PMTCT, and CECAP services.
- Work as part of the multi-disciplinary technical team to provide site support to district teams in ensuring linkages between PMTCT, EID, TB/HIV, and pediatric and adolescent HIV services
- Provide TA to the CHMT members and support facilities in planning, implementation, M&E, and reporting of pediatric and adolescent HIV, PMTCT, and CECAP services.
- Collaborate with CHMT to assess and implement initiatives to address skill and resource needs in pediatric and adolescent HIV, PMTCT, and CECAP services through supportive supervision, mentorship, on-job training, and design remediation strategies using CQI methodologies.
- Ensure compliance with national and international standards and best practices for program
  implementation and that all programs are implemented per national guidelines and policy,
  protocols, SOPs, good clinical practice, and ethical/regulatory requirements.
- Provide oversight of pediatric and adolescent HIV clubs within the district council
- Participate in the data collection, analysis, and use at facility and district council levels and contribute to the development of monthly, quarterly, and annual reports
- Lead the documentation of program success stories and lessons learned in the relevant technical areas for internal and external release/publication.
- Lead HTS and HIV prevention-related supervision related to PMTCT & EID in the respective council in collaboration with the CHMTs
- Coordinate and facilitate monthly meetings for sharing challenges and strategies for the improvement of pediatric and adolescent HIV, PMTCT, and CECAP activities



- Support sites to understand targets, align their strategies and activities towards them and meet their set performance targets
- Perform any other duties as assigned by the supervisor

### Qualifications, Knowledge, and Skills:

- Required Education: Medical degree (MD, MBBS, or equivalent)
- Required Technical Experience: Minimum 3 years' work experience in the HIV field with a
  donor-funded organization, including demonstrated experience and knowledge working on
  pediatric and adolescent HIV treatment, PMTCT, and CECAP programs.
  - o Preferred: Experience working with PEPFAR-funded HIV programs.
- Excellent written and verbal communication skills with fluency in English required.
- Strong computer skills (MS Excel, Access, Word, and PowerPoint at the minimum; preferred proficiency with statistical Software such as SAS and SPSS).
- Ability to provide high-quality technical assistance to districts and facilities.
- Ability to work with a diverse team.
- Ability to work independently with minimal supervision and strong problem-solving skills.

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Position Title: Strategic Information (SI) Officer

**Reports to:** District Program Lead

**Employment Type:** Full-time **Job Location:** Mwanza

**Travel:** Up to 70% in intervention districts outside of job location

# **Overall Job Function:**

The Strategic Information (SI) Officer is responsible for managing at the district level all data entry and database-related tasks and queries; reporting district data to the District Program Lead and SI Coordinator; and developing data analysis presentations for the district. The Strategic Information Officer's responsibilities include supervising electronic data entry and cleaning of the paper forms from field activities, as well as follow-up with health facility registries for referral and linkage tracing and verification, and supportive supervision to outreach workers on Strategic Information issues. The SI Officer also supports data collection and reporting at the facility level. S/he will work closely with the other members of the program and strategic information teams.

## **Specific Responsibilities and Duties:**

- Develop district level SI workplans covering activities in both community and facility.
- Ensure timely and complete data entry in both paper-based and electronic systems, ensuring consistency between linked systems.
- Supervise team to referral forms and conduct verification with registers and databases at facilities to verify completed referrals and linkage outcomes
- Lead generation of queries and ensure completion of data cleaning activities
- Fix any errors and problems observed in the database, and report any hardware/software malfunctions to central team as needed
- Schedule and conduct monthly and quarterly data collection covering all sites within the district.
- Lead in training new staff, healthcare workers, and volunteers on data collection tools, including referrals, reporting and database
- Develop monthly, quarterly, and other reports on all indicators at the district level for submission and review to the District Program Lead, SI Coordinator and central team
- Develop data analysis presentations and progress tracking at the district level
- Ensure all team members maintain security of data tools at all times, including protecting the confidentiality of records and data
- Perform any other duties as assigned by supervisor.

# Qualifications, Knowledge, and Skills:

- Required Education: Bachelor's degree or higher in data management, computer science, monitoring & evaluation, epidemiology, statistics, or related field or Advanced Diploma with significant experience
  - Preferred: Master's level or higher in relevant in data management, computer science, monitoring & evaluation, epidemiology, statistics, or related field



- Required Technical Experience: Minimum 3 years' experience with data management of PEPFAR-funded HIV/AIDS programs in facility or community. Must have:
  - Experience with programming language and database design and development
  - Demonstrated familiarity with MOHCDGEC/PEPFAR data systems including CTC2, DAC tool, DHIS, and DATIM
- Excellent speaking, reading, and writing skills in English and Kiswahili
- Excellent computer skills, at minimum with Microsoft Office package including Word, Excel, PowerPoint, and Access
- Ability to maintain confidentiality regarding clients' health status and sensitive information contained in data sources.
- Flexibility to work after normal working hours and weekends at informal gatherings and entertainment centers and travel extensively to remote areas, including islands.
- Ability to interact well with all targeted groups and peer outreach workers by facilitating a non-judgmental, non-discriminatory, and non-stigmatizing environment in the program, to welcome all key and vulnerable population beneficiaries regardless of their background
- Must be a Tanzanian Citizen



Position Title: District Program Lead

**Reports to:** Field Implementation Manager

**Supervises:** ICAP council team

Job Location: Mwanza Employment Type: Full-time

**Travel:** Up to 80% in intervention districts

### **Position Summary:**

The District Program Lead (DPL) heads ICAP programs and services at the respective council under the guidance of the Field Implementation Manager. S/he oversees all ICAP staff supporting the council level and provides technical leadership and oversight of all ICAP-supported programs and services including leading implementation, M&E and reporting of crucial program priorities including monitoring of activities under district level sub/service agreements – in collaboration with the Council Health Management Team (CHMT). The DPL is also responsible for managing communication and collaborations with the local government authorities and other key stakeholders.

## **Roles and Responsibilities:**

- Lead and oversee the planning, implementation, monitoring, and reporting of program workplans and other ICAP-supported implementation activities at the council level.
- Ensure efficient utilization of project resources and compliance with donor and government regulations.
- Supervise program staff in the respective council.
- Participate in strategic dialogue with council authorities on project issues
- Actively participate in and collaborate with CHMTs to conduct needs assessments relevant to ICAP's scope and provide technical assistance (TA) to the District Medical Officer (DMO) and District AIDS Control Coordinator (DACC), Council Health Management Team (CHMT), and supported health facilities in planning, implementation, monitoring, and reporting of the identified gaps.
- Identify, engage and facilitate strategic collaboration with existing and new partners in HIV and related services to maximize the impact of ICAP's programmatic activities in the council.
- Work with the sub-awards and subcontracts officers to develop and oversee sub-grantees and service agreement plans and budgets and ensure optimum resource allocation, utilization, and compliance with donor and government regulations.
- In collaboration with compliance team, conduct program audits for subs and CHMTs to ensure effective use of project resources
- Ensure timely collection and submission of national HIV services and program data as well as support strengthening of the related M&E systems in collaboration with the M&E team.
- Lead the council-level data analysis and utilization initiatives to promote data utilization efforts at all levels.
- Implement and manage capacity-building efforts for HIV and related service providers, capitalizing on supportive supervision, mentorship, and on-job training.
- Perform any other related duties as may be assigned by the supervisor.

#### Qualifications, Knowledge, Skills

- Required Education:
  - MD/MBBS <u>or</u> PhD/doctoral degree in public health discipline <u>or</u> Clinical Officer/MPH with significant experience managing clinical programs in HIV/AIDS



- Training and/or certification in program management is an added advantage
- Required Technical Experience:
  - o Minimum 4 years of experience working in public health programs/services
    - Experience working for PEPFAR programs is an added advantage
  - Minimum 3 years of experience in design, implementation, management, and M&E of HIV or related clinical and public health programs and services
    - Experience in continuous quality improvement (CQI) implementation is an added advantage
- Required Managerial Experience:
  - Minimum 2 years of experience directly supervising and managing at least five staff in similar projects
- Excellent command of Swahili and English languages in written and oral communication
- Experience in basic computer applications such as MS Word, Excel, PowerPoint, and the internet
- Ability to work under pressure and stringent deadlines



## **Position Title: Case Management Officer**

**Reports to:** District Program Lead

**Employment Type:** Full-time **Job Location:** Mwanza

**Travel:** Up to 70% in the intervention districts

#### **Position Summary:**

The Case Management Officer (CMO) ensures client-centered services are provided to all people living with HIV (PLHIV) with fidelity. The CMO is responsible for facilitating the continuity of services and establishing networks for supportive services such as psychosocial counseling, legal services, economic strengthening, and PLHIV support groups. S/he will ensure client feedback is routinely collected and analyzed and information is used to make timely decisions for the benefit of the clients. The CMO will work with other ICAP staff to improve patient literacy, medication adherence, and care retention including differentiated service delivery (DSD) approaches. S/he will work with the facility providers to ensure accurate recording and regularly update clients' demographics and treatment supporters' information for easy tracking and follow-up.

- Work with the facility providers to navigate patients, families, and caregivers through the comprehensive care and treatment journey
- Provide TA to facility providers and expert clients to attain the optimum level of wellness among PLHIVs through the provision of relevant patient education, timely referrals, and client-centered services
- Work with the CHMT to identify appropriate providers, stakeholders, and services along the continuum of care and develop referral mechanisms for clients to access services
- Support proper documentation and regular updates of patients' information in facilities for easy follow-up.
- Work with the M&E and CQI teams to ensure proper recording and reporting of ART retention services
- Support initiatives to address program, donor, and national priorities, including supporting
  the day-to-day implementation of effective tracking and retention services including DSD
  approaches to ensure ART clients adhere to ART and clinic schedules.
- Support health providers in the early identification of missed appointments and lead efforts to re-engage clients to care
- Ensure tracking of CTC/PMTCT/TBHIV clients is appropriately done at the facilities and reduce interruption to treatment
- Ensure all facilities in the respective council have and use the standard national tools for clients' appointments and tracing, map ques, and facilitate proper documentation and reporting
- Compile and analyze daily/weekly/monthly/quarterly tracking reports of the whole council and help facilities to utilize data for decision making
- Coordinate and facilitate monthly meetings for sharing challenges and strategies for improvement of tracking activities
- Support sites to understand targets, align their strategies and activities towards them and meet their set performance targets



• Perform any other duties as assigned by the supervisor.

### Qualifications, Knowledge, and Skills:

- Required Education: Degree or Diploma in Social Work, Medicine, Nursing, Public Health or a related field
- Required Technical Experience: Minimum 3 years of experience in the HIV field including demonstrated experience with client-centered case management of PLHIV
  - o Preferred: Experience working with PEPFAR-funded HIV programs
- Experience in using CQI techniques to address public health challenges
- Experience in writing reports, best practices, and lessons learned
- Excellent command of Swahili and English languages in written and oral communication
- Experience in basic computer applications such as MS Word, Excel, PowerPoint, and the internet
- Ability to work under pressure and tight deadlines



## Position Title: Adult Care & Treatment/TBHIV Officer

**Reports to:** District Program Lead

Job Location: Mwanza Employment Type: Full-time

**Travel:** Up to 70% in intervention districts

### **Position Summary**

The Adult Care and Treatment (C&T)/TBHIV Officer will oversee and coordinate the implementation of adult HIV care, treatment, and TBHIV services in a district council. S/he will coordinate the adult C&T/TBHIV portfolio to ensure efficient implementation, M&E, CQI implementation, and reporting of all interventions and indicators. In addition, s/he will work with the respective CHMT members in collaboration with other ICAP staff, facility providers, and expert clients to ensure that all activities are implemented per the GoT and PEPFAR standards.

- Support the design, implementation, M&E, data use, CQI, reporting, and documentation of adult HIV care, treatment, and TBHIV activities
- Work with CHMTs and other ICAP staff to build capacity and mentor facility providers on
  implementing program priorities, such as timely ART initiation for newly identified HIV
  clients, viral load suppression, establishment and management of viremia clinics for clients
  with high HIV viral load, including enhanced adherence counseling (EAC) fidelity, intensive
  TB screening and case finding among PLHIVs, IPT initiation, and completion, and all other
  interventions as per the national and donor guidance.
- Work with district teams to implement innovative, data-driven, quality adult HIV care, treatment, and TBHIV services, including providing male-friendly services and support for PLHIV support groups.
- Work as part of the multi-disciplinary technical team to provide site support to district teams
  in ensuring effective linkages for adult HIV care, treatment, and TBHIV services
- Provide technical assistance (TA) to the CHMT members and support facilities in planning, implementation, M&E, and reporting of adult HIV care, treatment, and TBHIV interventions.
- Collaborate with CHMT to assess and implement initiatives to address skill and resource needs in adult HIV care, treatment, and TBHIV services through supportive supervision, mentorship, on-job training, and design remediation strategies using CQI methodologies.
- Ensure compliance with national and international standards and best practices for program
  implementation and that all programs are implemented per national guidelines and policy,
  protocols, SOPs, good clinical practice, and ethical/regulatory requirements.
- Participate in the data collection, analysis, and use at facility and district council levels and contribute to the development of monthly, quarterly, and annual reports
- Lead the documentation of program success stories and lessons learned in the relevant technical areas for internal and external release/publication.
- Coordinate and facilitate the monthly meeting for sharing challenges and strategies for the improvement of adult HIV care, treatment, and TBHIV activities
- Support sites to understand targets, align their strategies and activities towards them and meet their set performance targets
- Perform any other duties as will be assigned by the supervisor



### Qualifications, Knowledge, and Skills:

- Required Education: Medical degree (MD, MBBS, or equivalent) or Master's degree or higher in the following fields: Public Health, Epidemiology, Biostatistics, or related discipline.
- Required Technical Experience: Minimum 3 years' work experience in the HIV field including demonstrated experience and knowledge working on HIV care, treatment, and TBHIV programs.
  - o Preferred: Experience working with PEPFAR-funded HIV programs
- Excellent written and verbal communication skills with fluency in English required.
- Strong computer skills (MS Excel, Access, Word, and PowerPoint at the minimum; preferred proficiency with statistical Software such as SAS and SPSS).
- Ability to provide high-quality technical assistance to districts and facilities.
- Ability to work with a diverse team.
- Ability to work independently with minimal supervision and strong problem-solving skills.



## Position Title: Prevention & HIV Testing Services Officer

**Reports to:** District Program Lead

Job Location: Mwanza Employment Type: Full-time

**Travel:** Up to 70% in intervention districts

### **Position Summary**

The Prevention & HIV Testing Services (HTS) Officer works with and supports the HTS (including HIV recency testing) & HIV prevention portfolio to ensure efficient implementation, M&E, CQI implementation, and reporting of HIV testing and HIV prevention services in the respective district council, including accelerating index testing, optimized PITC, social network testing, HIV self-testing, DREAMS, linkage case management, KVP and PrEP services. S/he is responsible for the field implementation, coordination, and reporting of all HTS & HIV prevention initiatives in the assigned district council under the supervision of the District Program Lead and in collaboration with other ICAP staff, R/CHMTs, and supported facilities.

- Support the design, implementation, M&E, data use, CQI, reporting, and documentation of HTS and HIV prevention activities
- Support implementation of initiatives to address key program, donor, and national priorities such as accelerating index testing, focused PITC, linkage case management, PrEP, and DREAMS services in line with national guidelines.
- Provide technical assistance (TA) to the CHMT members and support facilities in planning, implementation, M&E, and reporting of HTS & HIV prevention services.
- Collaborate with CHMT to assess and implement initiatives to address skill and resource needs in HTS & HIV prevention services through supportive supervision, mentorship, on-job training, and CQI.
- Ensure compliance with national and international standards and best practices for program
  implementation, and that all programs are implemented in accordance with national
  guidelines and policy, protocols, SOPs, good clinical practice, and ethical/regulatory
  requirements.
- Participate in the data collection, analysis and use at facility and district council levels and contribute to the development of monthly, quarterly, and annual reports
- Lead the documentation of program success stories and lessons in the relevant technical areas learned for internal and external release/publication.
- Lead HTS and HIV prevention-related supervision in the respective council in collaboration with the CHMTs
- Coordinate and facilitate monthly meetings for sharing challenges and strategies for improvement of HTS and HIV prevention activities
- Support sites to understand targets, align their strategies and activities towards them and meet their set performance targets
- Perform any other duties as assigned by the supervisor



## Qualifications, Knowledge, and Skills:

- Required Education: Medical degree (MD, MBBS, or equivalent) or Bachelor's degree or higher in the following fields: Public Health, Epidemiology, Biostatistics, or related discipline.
- Required Technical Experience: Minimum 3 years' work experience in the HIV field including demonstrated experience and knowledge working with key and vulnerable populations, HIV testing services, and HIV prevention.
  - o Preferred: Experience working with PEPFAR-funded HIV programs
- Excellent written and verbal communication skills with fluency in English required.
- Strong computer skills (MS Excel, Access, Word, and PowerPoint at minimum; preferred proficiency with statistical Software such as SAS and SPSS).
- Ability to provide high-quality technical assistance to districts and facilities.
- Ability to work with a diverse team.
- Ability to work independently with minimal supervision and strong problem-solving skills.