

Job description

Job title	Registered Veterinary Nurse
Reports to	Senior Registered Veterinary Nurse

Overall purpose:

As a key member of a surgery's team, this role is responsible for assisting the Veterinary Surgeons in delivering excellence in customer service and clinical care, whilst promoting pet wellbeing, delivering preventive services and treating sick and injured pets.

Duties and responsibilities

People

- Clinical coaching of Student Veterinary Nurses, as appropriate:
 - On at least 2 days per week with each student
 - Weekly tutorials and time allocated to discuss NPL and set targets etc
 - Allocated observation time daily
- Collaborating in a positive and professional manner with the whole surgery team to deliver best patient care whilst adhering to TPV practice procedures
- Taking direction from and liaising with the Senior Veterinary Nurse
- Demonstrating flexibility to share daily tasks and responsibilities amongst the veterinary team

Operations

- Undertaking nurse clinics
- Undertaking nursing duties including theatre, laboratory, radiography, inpatient care, nurse consultations, euthanasia duties, monitoring patients, nurse care nights and assisting Veterinary Surgeons according to the Practice Procedures Manual
- Preparing theatres and preparation areas to enable efficient turnaround of procedures
- Undertaking reception duties, when required:
 - Booking appointments

- Processing payments
- Answering telephone calls
- Dispensing medication as applicable
- Pricing up of routine procedures
- Ordering stock and consumables, ensuring they are correctly stored and participating in monthly stock takes
- Taking care of surgery and laboratory equipment
- Maintaining a clean, hygienic and safe practice and building
 - Cleaning floors and surfaces
 - Washing and drying animal bedding
 - Washing and sterilising surgical instruments
 - Cleaning and maintaining dog wards, cat wards and isolation unit
- Reporting of any damage
- Adhering to TPV Practice Procedures Manual, Standard Operating Procedures and Standard Forms
- Maintaining timely, accurate and up to date clinical notes, monitoring checks and anaesthetic forms for each patient

Customer

- Leading by example by consistently demonstrating a caring, professional attitude to clients, patients and the surgery team
- Communicating promptly and effectively with clients regarding progress of investigations, treatment and follow-up care
- Ensuring that inpatients receive the appropriate clinical care and an effective handover is conducted between colleagues and/or out of hours providers

Strategic Activity

- Supporting the Senior Staff and Leadership Team in promoting the strategic plan and the values of TPV
- Demonstrating a commitment to continuous improvement
- Special projects as agreed with the Managing Director

KPIs

- % 'Red', 'Amber' and 'Green' audits on:
 - Clinical notes
 - Nurse consults
 - Surgery audits
 - X-ray quality
 - Anaesthetic forms
- Customer complaints
- Value of monthly nurse reward scheme

Behaviours

The role requires flexibility and the willingness to provide cover for absences and weekends, if required, which may include working at other TPV surgeries.

The role requires a commitment to proactively developing own skills whilst completing CPD as defined by The Pet Vet and The Royal Veterinary College requirements.

The Registered Veterinary Nurse must adhere to health & safety guidelines.

There is a requirement for the role to undertake other reasonable duties as required.

This role requires strong communication, team working, attention to detail and time management skills. The post holder must demonstrate empathy, kindness and compassion, whilst also being calm and confident under pressure.

Working conditions

The role is based in a fast-paced environment. Hours will be undertaken on a rota basis and will include evening and weekend working and nurse care nights. When required to sleep in on nurse care nights, accommodation is provided.

This role will be a demanding role and will require the individual to be on their feet the majority of the day.

This role must adhere to the Royal Veterinary College Code of Professional Conduct.

Direct reports

None