



### Job description

<b>Job title</b>	Senior Veterinary Surgeon
<b>Reports to</b>	Head Veterinary Surgeon

#### Overall purpose:

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

As the surgery’s senior clinician, this role is responsible for all aspects of clinical governance.

#### Duties and responsibilities

##### People

- Recruitment and induction of new Veterinary Surgeons
- Managing all Veterinary Surgeons (including Locums), ensuring:
  - Their time and expertise is most effectively utilised
  - They are proactively conducting follow-up appointments
  - Their interactions with clients and patients are consistently excellent
  - Their clinical records are accurate and up to date
- Ensuring new graduates are:
  - Adequately progressing the Vetsure Graduate Scheme
  - Being supported by their mentors
- Agreeing CPD requirements for all Veterinary Surgeons and monitoring the effectiveness
- Liaising with Practice Administrators and/or Group Practice Secretary on personnel administration requirements:
  - Work rotas
  - Holiday requests
  - Absence recording
- In collaboration with the Clinical Services Manager, monitoring clinical performance and client interaction of all Veterinary Surgeons; and providing the appropriate development and coaching to drive their continuous improvement
- Conducting annual appraisals for all Veterinary Surgeons
- Conducting performance management of Veterinary Surgeons, with support from the Head Vet

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## Operations

- Conducting consultations, investigations and surgical procedures
- Managing day to day running of the surgery:
  - Managing surgery diary
  - Monitoring weekly/daily takings
  - Resolving conflict
- Adhering to and reinforcing compliance to TPV Practice Procedures Manual, Standard Operating Procedures and Standard Forms
- Liaising with the Clinical Services Manager on an internal audit schedule
- Agreeing corrective action and improvement requirements, following internal audits, and ensuring their completion within the agreed timescale
- Maintaining timely, accurate and up to date clinical notes for each patient; and ensuring that direct reports do the same

## 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
- Encouraging the use of internal referrals and seeking the assistance of appropriate colleagues or advisory bodies to deliver clinical excellence
- Investigating and resolving customer complaints that involve a Veterinary Surgeon; and escalating the matter to the Operations Manager if the complaint requires Leadership Team involvement.

## Strategic Activity

- Working as a Surgery Management Team alongside the Senior Nurse and Senior CCA to consistently deliver the best patient care and customer experience, cultivating a positive, collaborative working environment for all staff
- Supporting the Leadership Team in promoting the strategic plan and the values of TPV and driving continuous improvement
- Special projects as agreed with the Managing Director

## **KPIs**

- % 'Red', 'Amber' and 'Green' audits
- % outstanding audit corrective actions
- Monthly Veterinary Surgeons' turnover
- % Follow-up Veterinary Surgeons' consultations
- Year on year comparison of retention of Veterinary Surgeons

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## Behaviours

The role is based in a fast-paced environment and the Senior Vet must lead by example.

The Senior Vet must demonstrate 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 in accordance with The Pet Vet and the RCVS requirements.

The Senior Vet must adhere to health & safety guidelines, ensuring their vet team does the same

This role requires strong communication, organisational and people management skills. The post holder must demonstrate empathy, kindness and compassion, whilst also being calm and confident under pressure.

## Working conditions

Hours of work will be undertaken to reflect the needs of the business. This means that the Senior Vet must demonstrate flexibility and the willingness to provide cover for absences and weekends, if required, which may include working at other TPV surgeries.

Time will be available each week to complete essential administrative tasks, although this must be flexible so as not to adversely impact the effectiveness of the surgery, patient care nor customer satisfaction.

This role will require you to be active for long periods of time.

The Senior Veterinary Surgeon must adhere at all times to the Royal College of Veterinary Surgeons Code of Professional Conduct; and ensure that their direct reports do the same.

## Direct reports

Veterinary Surgeons  
Locum Veterinary Surgeons  
EMS Veterinary Students

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