

Job description

Job title	Senior Registered Veterinary Nurse
Reports to	Clinical Services Manager

Overall purpose:

As a key member of a surgery's management 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

- Recruitment and induction of Veterinary Nurses and Animal Care Assistants
- Managing all Veterinary Nurses and Animal Care Assistants (including Locums), ensuring:
 - Their time and expertise is most effectively utilised
 - Their interactions with customers and patients are consistently excellent
 - Their clinical records are accurate and up to date
 - They consistently comply with clinical protocols and the Practice Procedures Manual
- Agreeing CPD requirements for all Registered Veterinary Nurses - and monitoring the effectiveness
- Overseeing clinical coaching carried out by the nursing team
- Liaising with Surgery Administrators and/or Group Practice Secretary on personnel administration requirements:
 - Work rotas
 - Salary spreadsheets
 - Timesheets
 - Rewards sheets
 - Nurse care nights payments
 - Holiday requests
 - Absence recording
- In collaboration with the Clinical Services Manager, monitoring clinical performance and customer interaction of all Veterinary Nurses; and providing

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the appropriate development and training to drive their continuous improvement via group or one-to-one sessions

- Conducting annual appraisals for all Veterinary Nurses and Animal Care Assistants
- Conducting performance management of Veterinary Nurses, with support from the Clinical Services Manager

Operations

- Undertaking nurse clinics
- Undertaking nursing duties including consultations, theatre, laboratory, radiography, inpatient care, euthanasia duties, monitoring patients, nurse care nights and assisting Veterinary Surgeons according to the Practice Procedures Manual
- Dispensing medication as applicable
- Conducting price checking
- Managing the safe disposal of sharps and clinical/contaminated waste
- Investigating and reporting of any damage or wastage
- Managing stock and consumables, ensuring:
 - they are ordered in a timely manner
 - they are stored in appropriate conditions and at the correct temperature
 - that monthly stock takes are undertaken correctly, with variances reported and understood
- Managing surgery and laboratory equipment, including maintenance, PAT testing, servicing and calibration
- Monitoring PPE usage/maintenance
- Monitoring radiography book, checking all exposures and collimation
- Replacing x-ray badges
- Ensuring volatile agent is monitored annually, sooner if a change in circumstances
- Ensuring all surgical packs are sterilised within the last 3 months
- Auditing compliance of general anaesthetic form, reporting to Clinical Services Manager any areas requiring improvement
- Managing relevant clinic budget and spend
- Conducting weekly controlled drug audit along with the Senior Veterinary Surgeon
- 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

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- Leading by example by consistently demonstrating a caring, professional attitude to customers, patients and the surgery team
- Communicating promptly and effectively with customers 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
- Investigating and resolving customer complaints that involve a Veterinary Nurse or Animal Care Assistant; and escalating the matter to the Operations Manager if the complaint requires Leadership Team involvement.
- Ensuring all staff accounts are paid at the beginning of each month

Strategic Activity

- Working as a Surgery Management Team alongside the Senior Vet 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 on:
 - Clinical notes
 - Nurse consults
 - Surgery audits
 - X-ray quality
 - Anaesthetic forms
- Customer complaints
- Feedback from team on leadership style

Behaviours

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

The Senior Nurse must demonstrate flexibility and the willingness to provide cover for absences and weekends, if required, which may include working at other TPV surgeries.

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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 role is responsible for driving a clean, hygienic, and safe surgery and building, ensuring all nursing staff adhere to health & safety guidelines.

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

This role requires strong communication, organisational, team working and people 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.

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 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

Registered Veterinary Nurses

Student Veterinary Nurses

Locum Nurses

Animal Care Assistants

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