

Job description

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| Job title | Veterinary Care Assistant |
| Reports to | Senior Registered Veterinary Nurse |

Overall purpose:

As a member of a surgery's team, this role is responsible for assisting the Veterinary Surgeons and Nurses in the treatment and care of animals and the day to day running of the surgery, whilst developing the skills to deliver excellence in customer service and clinical practise.

Duties and responsibilities

People

- 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
- Accepting training from the Registered Veterinary Nurses and positively responding to the training and feedback
- Demonstrating flexibility to share daily tasks and responsibilities amongst the veterinary team

Operations

- Carrying out auxiliary nursing duties including, laboratory, inpatient care, euthanasia duties as directed by the Senior Nurse
- Assisting Veterinary Surgeons and Registered Veterinary nurses according to the Practice Procedures Manual
- Assisting in the preparation of theatres and preparation areas to enable efficient turnaround of procedures
- 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
- Undertaking reception duties at busy periods:
 - Booking appointments
 - Processing payments

- Answering telephone calls
- Participating in monthly stock takes
- 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 for each patient

Customer

- Demonstrating a caring, professional attitude to customers, patients and the surgery team
- Ensuring that inpatients receive the appropriate nursing care
- Assisting with patient discharge, as directed by the Senior Nurse, including:
 - Final checks: patient is clean and IV lines removed
 - Discharge pack: prescribed medication is ready and post-op leaflet is available
 - Returning patient to their owner: booking follow-up appointment

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:
 - Cleanliness and hygiene
- Customer complaints
- Completion of NPL on time

Behaviours

The role requires flexibility and the willingness to assist in veterinary care assistants nursing duties.

The role requires a commitment to proactively developing own skills and adhering to training requirements. This may require working in own time.

The Veterinary Care assistant must adhere to health & safety guidelines.

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

This role requires strong 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.

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