



### Job description

<b>Job title</b>	Senior Veterinary Registered Nurse
<b>Reports to</b>	Operations Manager

#### Overall purpose:

As a key member of a surgery's management team, this role is responsible for 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
  - 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
  - They consistently comply with clinical protocols and the Practice Procedures Manual
- Agreeing CPD requirements for all Veterinary Nurses and Animal Care Assistants - and monitoring the effectiveness
- Overseeing clinical coaching carried out by the nursing team
- Liaising with Practice 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 client interaction of all Veterinary Nurses; and providing the

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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 Surgeons, with support from the Operations Manager

### Operations

- Undertaking nursing duties including theatre, laboratory, radiography, inpatient care, nurse consultations, euthanasia duties, monitoring patients and assisting Veterinary Surgeons according to the Practice Procedures Manual
- Dispensing medication as applicable
- Investigating and reporting of any damage or wastage
- Managing stock and consumables, ensuring they are ordered in a timely manner and 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 and developing own skills whilst completing CPD requirements
- 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

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- 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 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

### **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 is responsible for maintaining a clean, hygienic, and safe surgery and building, ensuring all nursing staff adhere to health & safety guidelines

This role may require other reasonable duties as required

### **Physical requirements**

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

### **Direct reports**

Nursing team

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