

Department:	Community Vet Clinic	Line Manager:	Head Veterinary Surgeon
		Recruiting Manager(s):	Head Veterinary Surgeon & HR

Principal Responsibility:

To provide the highest standards of care and welfare for in-house and outpatient animals in Mayhew Community Veterinary Clinic (CVC) in accordance with Mayhew protocols and practice.
 To organise the daily running of appointments, the clinic diary, operations and clinics, staff training as necessary and to carry out administrative duties as detailed below to ensure the smooth running of the CVC.
 Be a confident leader and capable of managing and guiding a team of nursing staff, as well as your own workload.

Duties:

People

- To allocate duties on a daily basis for all nursing staff and ensure they have the correct training for that area.
- Assist the veterinary surgeons with surgery and clinics for inpatients and outpatient animals and carry out clinical nursing duties as required.
- Ensure good communications between all departments.
- To allocate areas of responsibility to all nurses and ensure this is carried out fully and all records are kept up to date.
- To ensure all new staff members receive a full induction and successful completion of the induction handbook in a timely fashion.
- Conduct regular one to ones and annual appraisals for all line reports.
- To act as Clinical Coach for Student Veterinary Nurse/s.
- To carry out Return to Work interviews and associated paperwork for all nursing staff.
- To approve annual leave for line reports and produce monthly rotas, including on call rota.
- Have regular meetings with the Head Veterinary Surgeon and Senior Nurse.

Learning and Development

- To ensure own knowledge and skills are kept up to date and CPD requirements are fulfilled.
- To inform your line manager of any gaps in knowledge and identify training need.
- To ensure student nurses are allocated sufficient time with their Clinical Coach for ongoing NPL training and tutorials.
- To support all work experience placements, including EMS Vet Students, participants on Mayhew's International Vet Training Programme and University hosting.

Business/culture

- Liaise with Head Veterinary Surgeon to assist with scheduling of regular clinic meetings.
- Regularly review the efficiency and effectiveness of the clinic with the Practice Manager and Senior Veterinary Surgeon.
- Ensure adequate presence on reception.
- To produce information for FMC and other departments on request regarding costs of treatment, cases of interest etc.

Job Description Head Veterinary Nurse

- In conjunction with the Head Veterinary Surgeon and Senior Nurse, adhere to Standard Operating Procedures and Risk Assessments for all clinical areas in addition to maintaining the RCVS Practice Standards Scheme requirements.
- To ensure good stock control and rotation is implemented.
- Produce any KPIs' or reports on request of Senior Management.
- Arrange annual servicing for equipment in the clinic and ensure that all service records for equipment
- are up to date

Health and Safety

- To be responsible for own health and safety and that of others in accordance with the Health and Safety at Work Act 1975.
- Ensure compliance with any instruction relating to Health and Safety.

This is not an exhaustive list of tasks and the post holder may be asked to undertake any other reasonable duties in connection with their post.

Hours:

35 hours per week with shifts as follows:

Monday to Friday
8.30 am – 4.30 pm

Flexibility is expected with these shifts to cover for staff absence or to provide shift specific training for staff.

Annual Leave:

25 days per year, plus 8 public holidays

Specification	Essential	Desirable
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Attainments:		
Professional Qualifications	Qualified RCVS Registered Veterinary Nurse	Clinical Coach/VN Assessor
Work Experience	Minimum of 2 years professional experience post qualification Previous leadership experience	Experience in a shelter or charity environment

Competencies		
Team Working	Able to lead the team towards a common objective. Actively seeks ways to encourage and promote teamwork within the team.	
Communication	Communicates (verbally and in writing) effectively to staff, customers and clients and colleagues at all levels to ensure shared understanding.	
Customer Service	Identifies and delivers a high standard of customer care to satisfy the needs of customers. Able to resolve client issues where possible efficiently and professionally	
Decision Making	Able to make sound decisions in a timely manner after considering alternative options	
Developing Self and others	Takes responsibility for developing one's own potential and the potential of others to meet the changing needs of the organisation. Pro-active about self-development.	
Managing Change	Responds positively to change by continually improving and reviewing processes in order to achieve organisational goals. Contributes to change projects.	
Leadership	Provides motivation and direction to others by encouraging and supporting the achievement of goals.	

	Able to give direction and support to others.	
Compliance	Adheres to company safety, security and legislative requirements and general rules and regulations seeking the correct authority when necessary. Ensures others are aware of and compliant with procedures.	

Interpersonal Skills and Aptitudes:		
General Approach	Professional conduct adhering to RCVS Nursing code of conduct.	
Attitude	Positive and enthusiastic approach to duties.	
Dependability	Trustworthy and reliable.	
Work Ethic	Conscientious and diligent.	
Sensitivity	Tact and diplomacy dealing sensitive issues.	
Analytical	Clinical problem solving skills	
ICT/Admin	Experience using Practice Management Software to record clinical notes.	Computer literate with good knowledge of MS Word, Outlook and Excel
Animal Handling	Calm and confident using techniques that promote good patient welfare and staff safety.	
Driving		Driving Licence