## JOB DESCRIPTION

**JOB TITLE: ANIMAL CARE ASSISTANT**

**REPORTING TO: HEAD RVN/PRACTICE MANAGER**

**AREA: SUPPORT**

**Company Profile:**

Linnaeus Group is a vibrant, forward-thinking partnership of highly respected veterinary practices across the UK, comprising some of the best clinicians in the profession.

Linnaeus invest in quality practices who put patient care at the heart of everything they do. We are incredibly proud of each and every member of our diverse portfolio, from the UK’s most respected small animal referral centres to our selection of high quality first opinion practices.

**Our Vision is:** ‘To be recognised as the UK’s leading veterinary group, committed to excellence in all that we do, delivered through high quality practices who share a common ethos’.

**Our Values are:** Leadership with Integrity | Learning & Innovation | Lifetime Commitment to Quality Care

**OVERVIEW**

The purpose of this position is to serve as a supporting member of the practice team. Teamwork is essential to ensure smooth running of the practice. High standards of patient care and premises management are to be maintained at all times. It will be necessary to accept instruction from a variety of people including the Practice Manager veterinary surgeons, nurses and members of management, as well as working off your own initiative to achieve this. The practice premises should be regarded as a hospital and standards of cleanliness should reflect this at all times. Nursing and Animal-care staff are jointly responsible for effective stock control and rotation.

# MAIN PURPOSE & GOALS

* Ensure the highest standard of care is provided 100% of the time to 100% of our patients and clients
* Contribute to the practice presenting a professional image at all times, reflected by consistently high standards of cleanliness and tidiness both inside the premises and out.
* Ensure all in-patients are maintained and discharged in an ***immaculate*** condition.
* To achieve the above whilst bearing in mind the practice is a business and therefore avoiding any unnecessary waste of consumables (e.g. paper towel & cat litter should not be used wastefully and cleaning fluids should always be used at the correct dilution).
* Maintain accurate stock rotation/replenishment, thereby avoiding products going out of date.
* Be efficient, pleasant, courteous, polite, and helpful to all clients under all conditions at all times.
* Treat all practice personnel with the same respect and consideration as clients.
* Promote our services, personnel and products, both in and out of the practice at all times.

# KEY RESPONSIBILITIES

* In-patient care to include oral medication under instruction/supervision from a veterinary surgeon or qualified/experienced nurse.
* Ensure all in-patients are be clearly identified by means of a correctly fitted I-D band at all times.
* Hospital sheets to be attached to the front of all kennels.
* Appropriate alert cards to be used when appropriate with regard to nervous/aggressive animals or special needs.
* Feeding in-patients when appropriate by following the feeding comparison guidelines that you will be provided with, noting any specific dietary needs and presenting food in an appetising way to debilitated patients.
* Exercising in-patients, using additional support where necessary.
* Accurate monitoring and recording of all in-patient care and observations, including feeding, urination, defecation and any other relevant details that may affect their care plan or treatment. Accurate recording is vital to ensure effective communication throughout shift changes during the day and optimum patient care.
* Bathing and grooming of in-patients as required, using the appropriate shampoo. Bathing should always be recorded on Jupiter for accurate invoicing.
* Deep Cleaning of individual kennels and hospitals, using the appropriate disinfectant at the correct dilution.
* Follow and adhere to the protocols in place at all times to ensure the smooth running of the wards
* Operating washing machines and dishwashers ensuring optimal throughput of dirty laundry and feeding bowls.
* Checking stock levels and ordering supplies as necessary.
* Ordering items such as shampoo, dog food and cleaning supplies.
* Responsible for the correct disposal of all waste, both domestic and clinical and offensive (advice to be sought if you are unsure as to the correct method of disposal of any item).
* Provide assistance to Veterinary Surgeons, Nurses, Reception staff and any other team member who requires support, where required
* Attend and contribute to any practice meetings

**PERSON SPECIFICATION**

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| **SPECIFICATION** | **ESSENTIAL** | **DESIRABLE** |
| Experience | Previous experience of working within a Veterinary Practice | Previous experience of working within a Veterinary Practice |
| Qualifications | Good standard of education including Maths and English | Animal Nursing Qualification |
| Skills & Abilities | Orderly, systematic approach to work and record keeping  Excellent verbal and written communication skills and effective listening skills  Able to support reception, answer phone and respond to customer queries |  |
| Other qualities | Organised and flexible  Empathetic and dedicated  Enthusiastic with a positive approach to all assigned tasks |  |

**HEALTH & SAFETY**

* To always wear the appropriate protective clothing including gloves, aprons and goggles if necessary.
* To comply with good hand washing techniques at all times
* To always observe the correct procedures for manual handling. See detailed guidelines on the Health & Safety Manual.
* To always use equipment in the correct manner and only after full instruction as to how to use it safely. DO NOT USE ANY EQUIPMENT THAT YOU THINK IS FAULTY.
* To familiarise yourself with all the available Health & Safety information, notice board, handouts and standard operating procedures, and notify your line manager if there is anything you don’t understand or anything that you think needs addressing on a Health & Safety basis.

**OTHER (if applicable)**

*May 2019*