



Bristol A.R.C. Clinic

JOB DESCRIPTION

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| JOB TITLE: | Qualified Veterinary Nurse |
| LOCATION: | 48-50 Albert Road, St Philips, Bristol BS2 0XA |
| REPORTING TO: | Deputy Head Nurse/Staff Nurse |
| KEY FUNCTIONS: | <ul style="list-style-type: none"> • To provide a high standard of veterinary nursing care for animals within the RSPCA clinic as directed by the Head Nurse and managers. • To provide a high standard of cleanliness of the clinic, ensuring a hygienic, safe and comfortable environment is maintained at all times. • To ensure clients are dealt with professionally, both in person and on the telephone. • To inform and educate clients, giving excellent customer service in a professional, sympathetic and courteous manner. • To co-operate with other members of the practice team, being cheerful and encouraging all to maintain a high morale. |
| RESPONSIBILITIES / DUTIES | <p>Customer Care</p> <ul style="list-style-type: none"> • Provide appropriate information to clients of the clinic and any other persons requesting information. • Deal with telephone enquiries as required. • Ensure the needs of clients are met. • Undertake nurse consultations/clinics. • Admit stray and owned animals as required, ensuring admission protocols are adhered to and paperwork completed. • Discharge animals as required, ensuring client is given all appropriate information/paperwork. • Use almoning protocols and check benefit proof as required. • Take monies from clients as necessary. • Provide estimates for clients as necessary. |

Administration

- Update computer records as required and add new clients/animals as required.
- Complete all relevant documentation in accordance with agreed procedures, in a detailed and clear manner.
- Ensure details of any communication with clients and all other callers are recorded as appropriate.

Animal Nursing Care/Kennels

- Provide a high standard of nursing care for animals within the clinic ensuring a hygienic and comfortable environment is maintained at all times.
- Carry out general nursing duties as directed.
- Responsibility for all hospitalised animals, updating all sheets and records etc as required.
- Clean, disinfect and maintain a high standard of cleanliness of animal accommodation using appropriate cleansing agents. Change bedding/ litter as required.
- Administer medication as directed by the Veterinary Surgeons.
- Assist Veterinary Surgeons with examinations of animals.

Clinic Cleaning Duties

- Clean, disinfect and maintain a high standard of cleanliness of all areas of the clinic using appropriate cleansing agents as directed.
- Keep the washing in order by putting through washer and dryer as necessary.
- Ensure staff room is kept clean and tidy.

X-ray

- Operate X-ray equipment in accordance with the agreed procedure.
- Maintain X-ray equipment as directed.

Theatre and Prep

- Carry out surgical nursing procedures as directed by the Head Nurse and Veterinary Surgeons.
- Prepare for operations as required, admit, weight and premed animals and assist with induction and anaesthesia.
- Prep animals for surgery as required.
- Ensure all theatre equipment sterilised and ready for use.
- Perform Schedule 3 procedures as required.

Laboratory Duties

- Undertake a range of tests as directed e.g. blood tests.
- Prepare samples for testing at external laboratories as directed.

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| | <p>Dispensing</p> <ul style="list-style-type: none"> • Ensure standard procedures and pharmacy regulations are followed when dispensing drugs/medications. <p>Waste</p> <ul style="list-style-type: none"> • Ensure all household waste, clinical waste and special waste is dealt with appropriately, all dead bodies are labelled and stored in correct freezer. <p>Out-of-hours</p> <ul style="list-style-type: none"> • Perform out-of-hours shifts as per the rota. • Be on the premises while you are on duty, unless otherwise directed by the Veterinary Surgeon on duty. • Responsibility for dealing with all emergency work originating from the out-of-hours service while you are on duty. • Answer mobile phone and clinic phones and act appropriately, recording details in out-of-hours book. • Ensure that security systems are used as directed to maintain a safe working environment. • When on night shifts, carry out any task outstanding from the day shift ensuring the hospital is ready for use by the day staff. Hand over to day staff each morning and do ward round for in-patients, discussing any queries from the night and reporting any faults to equipment or services. • Liaise with Veterinary Surgeon on duty as necessary, accompanying them if necessary on visits. <p>General</p> <ul style="list-style-type: none"> • Liaise with other Clinic and Branch employees, students, trainees or other organisations as required. Any problems that arise must be reported to a manager or discussed at staff meetings. • Adhere to all applicable health and safety procedures. • Attend monthly staff meetings. • Perform reception duties and Clinic Nursing Assistant duties as required, depending on the operational needs of the Clinic. • Undertake ad hoc duties as directed. |
| <p>PERSON SPECIFICATION: Qualifications Skills, experience and personal attributes:</p> | <ul style="list-style-type: none"> • Qualified Veterinary Nurse registered with the Royal College of Veterinary Nurses. • Clinical nursing experience • Good understanding of current veterinary nursing techniques. • Knowledge of animal restraint and handling techniques. • Dedicated to animal welfare, but with a realistic attitude to welfare in an “animal rescue” environment • Caring and understanding towards clients seeking charitable assistance |

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| | <ul style="list-style-type: none"> • IT skills and experience of computerised veterinary record systems • Good written and verbal communication skills • Ability to work in a team • Ability to delegate • Ability to prioritise and organise own workload • Good time management skills • Good decision-making skills & problem solving skills • Good listening and negotiation skills • Enthusiastic, cheerful and hardworking • Able to remain calm • Empathetic • Basic Disclosure and Barring Service (DBS) check |
| <p>Key information</p> | <p>Salary £20,884 - £22,837 pro rata (based on 39 hour full time) depending on experience + OOH allowances</p> <p>Hours 24 hrs p/wk - negotiable</p> <p>Annual leave 20 days + Bank Holidays pro rata (based on 39 hour full time)</p> <p>Non-salary benefits:</p> <ul style="list-style-type: none"> • Free Employee Assistance Service • RCVS fees paid • CPD allowance • Uniform provided and shoe allowance • Discounted veterinary care for own pets |
| <p>The duties listed are not exhaustive. Other reasonable duties may be required from time to time at the discretion of your Senior Manager / the CEO. It is a requirement that all employees have an empathy with the aims and objectives of the National RSPCA.</p> <p>In addition, it is a requirement that employees adhere to the policies and protocols of the RSPCA Clinic, to ensure that a consistent approach to animal welfare is maintained.</p> | |

JOB HOLDER'S SIGNATURE:

DATE:

LINE MANAGER'S SIGNATURE:

DATE: