

JOB DESCRIPTION: VETERINARY NURSING ASSISTANT LEVEL 1

SALARY RANGE: £7.50 – £9.00 per hour

ACCOUNTABLE TO: Practice Manager & Owner



OVERALL PURPOSE OF THE JOB

- To support the day to day operation of the Practice, providing care for the animals and maintaining procedures.
- To assist in upholding and promoting the health and safety of staff, clients, patients and volunteers.
- To help develop good professional relations with clients, the local community and volunteers.
- To support the objectives of the Practice and to uphold and ensure empathy with the key purpose of the Practice by promoting the good name of the Practice through the promotion of its work.

MAIN DUTIES

ANIMAL CARE

1. Follow instructions as laid down by the Owner and Veterinary Surgeons, prepare and provide food and water for all animals in the establishment.
2. Attend to the needs of individual animals, including:
 - a. Exercise and toileting.
 - b. Coat care and grooming.
 - c. Administration of first aid, treatments and medications under the vet's supervision.
3. Clean, disinfect and maintain to the required standard of cleanliness:
 - a. animal accommodation, isolation and exercise areas.
 - b. food preparation, laundry, storage, treatment and euthanasia facilities.
 - c. reception, offices, stores, staff facilities including kitchens, toilets and outside areas.
4. Carry out checks on animals, including the taking of temperature and inspection of eyes, ear, nose and throat for signs of infection or abnormality and report any abnormalities under supervision of the vet.
5. Assist with the inspection and/or treatment of animals by the vet/vet nurse.
6. Assist with the processing of tests (IDEXX etc.) and dispensing medication according to Practice protocol.
7. Assist with the humane euthanasia of animals, including carcass disposal.
8. Assist (after relevant training) with the implanting of microchips and completion of microchip records.
9. Maintain records, registers and statistics as required by Practice procedures.

CUSTOMER CARE

1. To attend to the needs of our clients/patients/visitors in a professional manner, and to liaise with colleagues and volunteers as appropriate.
2. Deal with telephone enquiries when necessary.

ADMINISTRATION

1. Assist with ordering, stock rotation, presentation, sales and stock.
2. Provide cover for Reception when required. Ensure the safe receipt of money and goods.
3. Complete documentation relating to the acceptance and release of animals.
4. Assist in the keeping of records when applicable.

HEALTH AND SAFETY

1. Assist in the maintenance of all health and safety and fire prevention practices as laid down in the health and safety and fire manuals and policies and observe these in all aspects of your own work.
2. Ensure individual animals, buildings and outdoor areas are secure, checking before work commences and when work finishes.
3. Report any faulty equipment, lighting, heating, ventilation equipment etc to the Practice Manager.

GENERAL

1. Support and work effectively with colleagues and volunteers within the Practice.
2. Support and work effectively with voluntary helpers at the Practice.
3. Attend training courses and meetings as instructed by the Practice Manager/Owner.
4. Undertake any other duties as instructed by the Practice Manager which fall logically within the remit of the post.

PERSON SPECIFICATION – VETERINARY NURSING ASSISTANT LEVEL 1

	ESSENTIAL	DESIRABLE
EDUCATION & TRAINING	<ul style="list-style-type: none">• GCSE English and Maths.	<ul style="list-style-type: none">• Level 2 or above in animal care.• Valid First Aid certificate.• Willingness to undertake appropriate training.
EXPERIENCE		<ul style="list-style-type: none">• Knowledge and experience of animal behaviour of companion animals.• Experience of supporting volunteers.
SPECIAL SKILLS & KNOWLEDGE	<ul style="list-style-type: none">• Able to work under direction from managers.• Ability to prioritise workload and organisational skills.• Have an awareness of health and safety.• Commitment to animal welfare and the work of the Practice.	<ul style="list-style-type: none">• Computer literate.• Ability to use databases accurately and effectively.• Good verbal and written communication skills.• Ability to handle cash and follow financial procedures competently.• Able to use own initiative.• Knowledge of animal welfare issues, particularly as they relate to Practice policy and practice.
PERSONALITY & DISPOSITION	<ul style="list-style-type: none">• Willingness to learn and acquire new skills through training.• Personable and with open approach to new ideas.• Effective team worker.• Able to communicate at all levels.• Honest, trustworthy and reliable.• Good time keeping.• Smart and tidy appearance.• Flexible approach.	