

Position Title: Veterinary Nurse Assistant
Position Number: A013, A014, A042
Section: Veterinary Clinic
Award: Animal Care and Veterinary Services Award 2010
Award Level/Salary Range: ACVSA - Level 3

Approval

Signature of CEO:	<i>Signed copy on file</i>
Approval Date:	5 November 2018
Date of Effect:	5 November 2018

POSITION OBJECTIVES

- To support the RSPCA ACT veterinarians and veterinary nurses.
- To provide quality care for animals. Ensure that their health and welfare needs are met and are of the highest standards practical.
- To enhance the long-term viability of the Veterinary Clinic by providing a high level of customer service including a good working knowledge of veterinary issues.

DUTIES AND RESPONSIBILITIES

In addition to those duties outlined in Level 1 and 2, typical duties will include, but are not limited to:

Clinical

- Assist veterinarians during examinations, consultations and treatments.
- Care for hospitalised animals, including:
 - Preparing nutritional plans for patients during and post hospitalisation
 - IVF management
 - Wound care

Surgical - Under Veterinary Supervision/Direction

- Calculate, prepare and administer medications, including anaesthetics.
- Provide surgical support including but not limited to.
 - Placing intravenous catheters
 - Inducing anaesthesia
 - Intubating patients
 - Microchip Animals (must have passed Microchip implanting course)

Customer Service + Records

- Provide a high-quality service to the general public and ensure professional advice is provided within the framework of RSPCA policy.
- Admit and discharge routine surgical patients.
- Record and maintain clinical and office records of animals attending the surgery.

- Prepare routine surgery invoices.
- Maintaining records and invoicing.

Other

- Maintain stock control of medicines.
- Assist with other activities of RSPCA ACT such as fundraising and public relations.
- Any other reasonable duties as directed by the Senior Veterinary Nurse, a veterinarian, the manager of the vet clinic and other senior managers.

ORGANISATIONAL RELATIONSHIP

- The occupant of the position reports directly to the Senior Veterinary Nurse.
- The occupant of the position takes direction from the manager of the vet clinic.
- Provide support and a co-operative relationship with the veterinary clinic team.
- Strong liaison with shelter management and animal care assistants to ensure a quality service is provided for animals in shelter care.

FINANCIAL DELEGATIONS AND AUTHORITIES

- Nil

QUALIFICATIONS & PERSONAL ATTRIBUTES

Qualifications & Experience

Essential

- Nearing completion of Certificate IV in Veterinary Nursing.
- At least twelve months experience in a trainee veterinary nurse position.
- Understanding of low-stress animal handling techniques.
- Experience in the use of database applications, the internet and e-mail.

Desirable

- Experience with not-for-profit organisations.
- Sound understanding or ability to acquire understanding of and commitment to EEO and HS principles and practices.

Knowledge, Skills & Abilities

- Good writing skills, attention to detail and a high level of accuracy.
- Ability to communicate effectively with staff and members of the general public in both oral and written form.
- Advanced knowledge of animal care and handling.
- Basic computer and office skills.
- Ability to establish and maintain confidentiality in dealing with issues of a sensitive nature.
- Capacity to convey knowledge, skill and experience to less experienced veterinary staff.

Personal Attributes

- The duties of the position will require the occupant to be present and/or conduct euthanasia and will therefore need to be able to cope with these situations.
- A genuine interest in animal welfare.
- Highly developed organisational skills and the ability to work both independently and collaboratively with other people.
- High degree of motivation and demonstrated ability to work well as part of a team, but also to work independently, with minimum supervision when required.
- Good interpersonal skills, including the ability to interact with a diversity of individuals from both within and outside RSPCA ACT.
- Honest and reliable and willing to take direction.
- Able to follow direction and RSPCA policy and procedures.
- Ability to multi-task and work well under pressure.

CONDITIONS OF EMPLOYMENT

- Detailed conditions of employment are set out in the occupant's letter of engagement, the award and any other document referred to in relevant industrial relations laws.
- Approval for overtime must be given by the manager of the vet clinic or another senior manager.
- Travel within Australia may be required from time to time.

WORKING ENVIRONMENT AND RSPCA EXPECTATIONS

- RSPCA ACT provides personal radiation monitors and protective equipment for use when there is a possibility of exposure to radiation.
- There is a possibility of exposure to
 - infectious organisms
 - animal waste
 - allergens
 - chemical materials requiring Health Safety Data Sheets
 - hostile persons
 - vicious animals.
- You need to be willing to work weekends and public holidays.
- You will be expected to maintain a neat and well groomed personal appearance.
- From time to time you may be required to attend staff training sessions.
- You will be required to attend staff meetings.
- You must demonstrate a commitment to maintaining a safe and healthy site environment for staff, clients and visitors.
- You will be expected to implement and promote the policies and positions of RSPCA.
- You need to demonstrate cooperative work practices and make a contribution to a positive culture.
- You will need to be physically able to clean and lift up to 20 kgs.

SELECTION CRITERIA

1. Outline your previous employment experience, including previous work in a veterinary nursing environment.
2. Outline your experience in a customer service environment.
3. Provide examples of your experience in animal care and handling.
4. Please write a statement explaining why we should appoint you to this position. To assist in preparing your statement, some things we would like to know about you are: why you want to work for us as a veterinary nurse, your teamwork and people skills, how you have shown initiative, how you work in a high performance, high stress environment and how you communicate effectively with others.

DOCUMENT CONTROL

Version Number: 5.0

Future Review Date: November 2019

History

Date	Title	Notes
1 January 2011	Veterinary Nurse	Certificate III in Veterinary Nursing required.
8 June 2013	Veterinary Nurse	Updated to require a Certificate IV in veterinary nursing.
29 August 2013	Veterinary Nurse	Update to duties.
14 February 2014	Veterinary Nurse	Add components specific to wildlife veterinary nursing.
5 April 2016	Veterinary Nurse	Update Selection Criteria. Update position titles. Update duties. Updated requirement to hold a Cert IV in vet nursing.
23 October 2018	Veterinary Nurse Assistant	Merging Level 2-3 and Level 3-4 PD's to reflect Level 3 role only. Position Title changed in line with AVA and VNCA guidelines. Other titles updated to be more generic.