

Position Title: Animal Care Assistant - Veterinary Clinic
Position Number: A052
Section: Veterinary Clinic
Award: Animal Care and Veterinary Services Award 2010
Award Level/Salary Range: Level 1 - 2

Approval

Signature of CEO: *Signed copy on file*

Approval Date: 17 April 2019

Date of Effect: 17 April 2019

POSITION OBJECTIVES

- To be committed to improve, uphold and achieve animal welfare.
- To support the RSPCA ACT veterinarians and nurses.
- To provide care for animals in the veterinary clinic.

DUTIES AND RESPONSIBILITIES

Vet Clinic

- Clerical duties including maintaining stationery supplies, maintaining veterinary and shelter database under direction of senior staff.
- Grooming, feeding, cleaning and restraint of animals as instructed.
- Under direct supervision, undertake daily clinic routines including collecting, preparing and monitoring animals for surgery; cleaning and sterilising instruments and theatre equipment; cleaning and maintaining surgical equipment.
- General cleaning duties.
- Follow clinic procedures for hazard identification and risk control.
- Help to educate the public to understand their responsibilities as pet owners.
- Maintain a clean and tidy workplace.
- Assist with other RSPCA ACT activities including fundraising, public relations and education.
- Any other reasonable duties as requested by the manager of the vet clinic, veterinarians or other senior staff.

Customer Service and Reception

- Act as a first point of contact for clients to the veterinary clinic.
- Maintain appointment register for the vet clinic.

- Check for existing client/patient records and maintain or create new client/patient records as necessary.
- Prepare patient admission and discharge documentation.
- Recognise and report emergency situations
- Comply with clinic policy, work safety and legislative requirements when selling or dispensing veterinary prescribed products to clients.
- Notify clients and appropriate staff of next day's surgery.
- Liaise with staff within the organisation in relation to vet checks, surgeries and other matters.

ORGANISATIONAL RELATIONSHIP

- The occupant of the position reports directly to the manager of the veterinary clinic.

FINANCIAL DELEGATIONS AND AUTHORITIES

- Nil

QUALIFICATIONS & PERSONAL ATTRIBUTES

Qualifications & Experience

Essential

- To be enrolled in Certificate IV in veterinary nursing.
- Experience in handling and caring for animals.
- 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 WHS principles and practices.

Knowledge, Skills & Abilities

- Good writing skills, attention to detail and a high level of accuracy.
- Demonstrated knowledge and understanding of the policies of the RSPCA.
- Ability to communicate effectively with staff and members of the general public in both oral and written form.
- Competent in the use of computers in a range of software such as Microsoft Word, Excel and Outlook.
- Ability to establish and maintain confidentiality in dealing with issues of a sensitive nature.

Personal Attributes

- The duties of the position will require the occupant to be present when euthanasias are performed and will therefore need to be able to cope with these situations.

- A genuine interest in animal welfare.
- Highly developed organisation 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.

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 the N002 Executive Manager of Support Services (the “EMSS”) prior to being worked.
- Adherence and compliance with the RSPCA ACT Code of Professional Conduct.
- Adherence and compliance with all RSPCA ACT policies and procedures as amended from time to time.
- Travel within Australia may be required from time to time.

WORKING ENVIRONMENT AND RSPCA EXPECTATIONS

- There is a possibility of exposure to
 - infectious organisms
 - animal waste
 - allergens
 - chemical materials requiring Work 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.
- You will be required to attend staff training sessions and 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. Provide examples of your experience in animal care and handling.
2. Demonstrate and give an example of your knowledge in low-stress handling techniques.
3. Demonstrate your ability to work effectively in a team environment.
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 trainee 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: 2.0

Future Review Date: As required

History

Date	Title	Notes
Veterinary Nurse Level 1		New Position
19 April 2019	Animal Care Assistant-Veterinary Clinic	Position updated to reflect appropriate title and duties in line with legislation.