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# Job Summary: Veterinary Assistant

The mission of the veterinary assistant is to assist the veterinarians and technicians in providing a high standard of medical care to the canine and feline patients of Goodworks Veterinary Hospital, and excellent customer service to their owners. The mission also includes maintaining the physical space and supplies necessary for the proper medical care of the patients.

# *Supervisory Responsibilities:*

* No supervisory responsibilities

## Duties/Responsibilities:

* Direct client questions by serving as backup to the receptionist by answering phones in a timely manner, answering client questions whenever possible (and logging all client communications in charts) or directing client phone calls to the appropriate team member when needed.
* Efficiently obtain accurate and thorough histories on presenting patients, leaving the veterinarian with little to no additional questions for the client.
* General understanding of animal anatomy/physiology and become familiar enough with medical terminology to read a chart and understand the basics of the medical record.
* Full knowledge of and confident recommendation of all vaccines, wellness lab work, fecals, and any other regular testing such as FelV/FIV and Lab 4Dx tests to clients at check-in for wellness visits.
* Become familiar with and sufficiently start estimates for appointments and surgeries. Responsible for assisting with finalizing appointment invoices and completing transactions when needed.
* Utilization of safe and appropriate low stress patient restraint techniques for dogs and cats including those patients that are fractious/fear aggressive to prevent undue stress to the patient and bites/scratches/injuries to humans.
* Perform satisfactory nail trims – sufficiently short and not too short causing bleeding and/or pain.
* Acquire radiographs of good quality including quality of exposure and patient position. Learn landmarks of appropriate thoracic, abdominal, pelvic, and stifle radiographs at a minimum. (Technicians will assist with more difficult body parts such as elbows.) Follow all hospital guidelines regarding human safety. Order radiology consults or copy radiographs when needed.
* Proficiency in all areas in the laboratory –prepare vaccines, use bloodwork machines, prepare and read skin/ear cytologies and fecals using the microscope, prepare urine samples, make blood smears, prepare and read PCV/TPs, and order and package laboratory tests.
* Administer oral medications and give subcutaneous injections/fluids.
* Become familiar with hospital medications with ability to recognize drug names, drug formulations (tablets/capsules/suspension) and drug strength/concentration.
* Become familiar with and able to recommend all hospital flea/tick/HW prevention products.
* Fill prescription medications appropriately/without mistakes.
* Assist veterinarians and technicians with euthanasia. Ability to discuss the process with owners and display empathy over the loss of a pet. Prepare deceased pets for home burial or cremation with or without return of ashes according to owners’ wishes. Make paw prints and sign sympathy cards.
* Assist veterinarians and technicians with critically ill patients and patients in emergency situations including administration of oxygen and patient warming, preparation of IV fluid bags, and preparation of patient catheter sites.
* Hospitalized patient care - provide and change proper bedding, adhere to walking and feeding schedules, change litterboxes, fit e-collars, manage/adjust IV fluid pumps, monitor patient vitals such as heart rate, respiratory rate, temperature, and body weight. Read and follow treatment sheets.
* Assist veterinarians and technicians with surgery including setting up equipment, sedation, anesthetic induction, surgical aseptic preparation, anesthetic monitoring, and recovery including extubation.
* Prepare items/areas for any other tests or procedures such as full eye exams, cystocentesis, thoracocentesis, etc.
* Care of surgical instruments including safe handling of sharps, cleaning, wrapping, and autoclaving surgery packs. (Must become familiar with all instrument names.)
* Clean all areas of the hospital including bathrooms, treatment, surgery, exam rooms, kennels/cages, and the walking yard. Keep laundry running throughout the day. (May be asked to clean any other area of the hospital such as reception, parking lot, etc.)
* Keep hospital drawers stocked throughout the day. Restock surgery supplies as used - sterile bowls, instruments in pouches, pre-cut drape for use in all surgery packs, etc.
* Assist with keeping track of inventory by adding items to a list for reorder when low.
* Responsible for knowing hospital policies and communicating these clearly with clients when necessary.
* Contribute to maintenance of equipment such as cleaning the blood machines, cleaning the autoclave, sharpening dental instruments, etc.
* Participation in all continuing education/training/team building events or any other team activity deemed appropriate by management. These may be scheduled on a Saturday.
* Attend mandatory team meetings – currently held on Monday mornings at 8 am- subject to change.
* Serve “on call” duty an average of 1-2 days per week to come into work and administer care to any hospitalized patients under the direction of a veterinarian and/or technician.

## Required Skills/Abilities:

* Proficient typing and computer skills
* Ability to find and file charts according to alphabetical order if assistance is needed by reception
* Compassionate and thorough communication with clients whether in person or by phone, ensuring all questions are answered to satisfaction with excellent customer service
* Effectively communicate with clients in difficult situations – i.e., a client angry over a misunderstanding, very upset due to a sick pet, or sad because of euthanasia, etc.
* Presentation of Goodworks Veterinary Hospital and self in an enthusiastic, professional, and positive manner
* Develop an area of expertise and management within the hospital

## Core Competencies: \*Please note this list is not limited to these competencies

* Self-Motivation
* Professionalism
* Excellent Communication Skills
* Efficiency
* Proactivity
* Enthusiasm
* Commitment
* Honesty/Integrity
* Compassion

## Education and Experience:

* High School Diploma or GED

## Physical Requirements:

* Ability to work in an environment with cats and dogs
* Ability to work in an environment containing zoonotic diseases and practice precautionary measures
* Good physical endurance with prolonged periods of standing, reaching, bending, and lifting
* Must be able to regularly lift 50lbs and have the ability to participate in team lifting of dogs weighing up to and possibly over 125lbs
* Ability to walk large dogs that have great pulling power
* Ability to safely use a step stool to reach high areas within the hospital

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Employee Signature/Date Manager Signature/Date