

Job Description

Title: **Veterinary Surgeon (Neurology Resident)**

Reporting to: **Head of Service/ Clinical Director**

Overview

Willows is one of the UK's leading small animal referral centres with state-of-the-art diagnostic and surgical facilities and renowned specialist staff who are working at the cutting edge of veterinary medicine and surgery.

Willows Vision: To provide an unrivalled clinical, patient, client, referring vet and team experience that is recognised worldwide as the definition of excellence.

Willows Mission: To achieve excellence in patient care, client experience, service to referring vets, care of our team and care of our environment, through:

- World leading specialist veterinary expertise and facilities
- Being the preferred partner for veterinary professionals offering the best shared care for patients
- Being recognised as thought leaders in developing clinical expertise
- Giving every patient the best possible clinical outcome
- Exceeding client expectations at every opportunity
- Providing every team member with a supportive, collaborative and inspired environment

This philosophy should be carried through at all levels, in terms of professionalism, teamwork, approach, positive attitude and communication (between vets, clients, external providers such as laboratories and staff).

Scope of role

You will be expected to work closely with the Directors, Hospital Senior Leadership Team, the Neurology Team, and other colleagues within the Hospital in order to provide the highest standards of professional care and service for all our clients and their animals.

Key responsibilities

- Provision of clinical and professional services for referred clients in accordance with our 'veterinary surgeon's guidance notes' and the instructions of the Directors.
- Participation in rotas, including 'out of hours' service in accordance with the Hospital's requirements.
- Training towards and fulfilling the requirements of the European College in Veterinary Neurology and producing the required annual reports, case log and publications within the deadlines set.

Key skills

- At least three years qualified as a veterinary surgeon
- Have undertaken a relevant Internship and have previous experience dealing with a variety of small animal neurology cases.
- A professional approach and appearance is expected at all times.
- Excellent interpersonal skills and a positive friendly attitude are essential for effective teamwork within the practice, together with the ability to make decisions and communicate clearly and effectively with colleagues at all levels.
- A commitment to practising the highest standard of veterinary medicine, upholding the RCVS code of ethics is expected at all times.

Key clinical and administrative tasks

- Be available during working hours to care for in-patients, attend 'crash' situations and provide the appropriate diagnostics and treatment for animals under your care.
- Attend CPD and training opportunities in agreement with the HOD and the Directors.
- Publishing prospective and retrospective studies and review papers.
- Read, understand and implement the Hospital's current clinical, operational and commercial policies.
- Maintain the highest standards of professional behavior in accordance with the RCVS Guide to Professional Conduct.
- Do nothing which might prejudice the good name of the Hospital in the eyes of the public or the veterinary profession.
- Maintain excellent client/patient/surgical/medical records and make certain all necessary information is kept up to date through established protocols; assist colleagues in follow up and future management of the patient.
- Establish a good rapport with referring veterinary surgeons including: timely professional and respectful communication with an emphasis on reporting communications with the client; assistance in their professional growth and education through recommendations and interaction on referred and shared cases; ongoing development of a positive and professional working relationship; participation in CPD involving the local referral community.
- Clinicians are expected to work efficiently and in cooperation with their colleagues (handing over cases as required) in order to optimise their departure time. Written reports to clients at the time of discharge should generally be limited to details of future management. Telephone communications with clients should be kept to an optimised minimum; appropriate re-examination at Willows should be encouraged rather than long term remote management of cases.

Measures of achievement

- Initial progress reviews approximately one month and three months after induction
- Twice yearly appraisals
- Feedback from other members of staff
- Publications in the scientific literature including periodicals such as In Practice and Vet Times

Study leave

Costs for courses concerned with continuing professional development for veterinary surgeons will be met by the Hospital up to a limit of £3000 per annum (as at 2021). Up to 20% of the total working time will be available to use as study time and attend external rotations. Study time to be agreed with the HOS/Clinical Director.

Holidays

Holiday entitlement for all residents is 25 working weeks per annum plus Public Holidays (if not on duty). Public Holidays that are worked will be accrued as lieu days. Part-time employees will have their holiday entitlement calculated on a

pro-rata basis. Holidays are to be taken as multiples of whole days. An additional non contractual day of 'birthday leave' is also available.

Holidays should be spread out during the year in order to give the clinician optimal breaks from work. Holiday allowance cannot be carried over to subsequent years.

For disciplines with two, three or four clinicians within the department, only one vet can be off at any one time except for illness and other exceptional circumstances e.g. where there is a clash of relevant and important CPD provision/attendance or committee work, when two may be off for limited periods, to be agreed by the Directors.

For disciplines with five or more clinicians clinicians, only two can be off at any one time, except for illness and other exceptional circumstances e.g. where there is a clash of relevant and important CPD provision/attendance or committee work when three can be off for limited periods, to be agreed by the Directors.

Salary

Salaries are reviewed annually.

Uniform

The uniform provided by the Hospital (consulting tops, theatre scrubs, surgical clogs) should be worn during surgery. Sensible shoes must be worn (not trainers) and hair of shoulder length or longer must be tied back. A smart professional appearance is expected at all times.

Subscriptions

The Hospital will finance all clinicians' membership of MRCVS, VDS plus two relevant journal subscriptions.

Pension

All employees are automatically enrolled into the company pension scheme.

Probationary period

New appointments are subject to a three month probationary period.

Key clinical and administrative tasks

- Be available during working hours to see referred clients, care for in-patients, investigate clinical cases and provide the appropriate diagnostic, medical and surgical services for animals under his/her care.
- Read, understand and implement the practice's current clinical, operational and commercial policies.
- Maintain the highest standards of professional behaviour in accordance with the RCVS Guide to Professional Conduct.
- Do nothing which might prejudice the good name of the practice in the eyes of the public or the veterinary profession.
- Develop a rapport with clients and determine their needs and wishes; perform physical examinations and diagnostic/medical/surgical procedures in a way that will deliver the highest quality care whilst minimising patient stress and discomfort; recommend referral to other Willows' specialists if appropriate.
- Explain physical examination findings and communicate to the client a diagnosis of the pet's problems; generate and present a treatment plan for the pet to the client; educate the client on the best course of action including follow up consultations.
- Maintain excellent client/patient/surgical/medical records and make certain all necessary information is kept up to date through established protocols; assist colleagues in follow up and future management of the patient.
- Establish a good rapport with referring veterinary surgeons including: timely professional and respectful communication with an emphasis on reporting communications with the client; assistance in their professional growth and education through recommendations and interaction on referred and shared cases; ongoing development of a positive and professional working relationship; participation in Continuing Professional Development involving the local referral community.
- Take primary case responsibility (consultations, investigations and management), following an initial personalised training period.
- Participate in neurology rounds. Examples of topics include journal reviews, conference synopses and discussion of previous examination questions.
- Attend relevant CPD courses both in the UK and overseas.
- Fulfil all necessary externship and other credential requirements of the ECVN in order to sit the Diploma examination.
- Undertake clinical research projects resulting in the publication of papers in referred journals to satisfy the criteria for ECVN examination, and submit this work in good time to be able to sit the examination following completion of the three year Residency.

Hours

The start time is 8 am, but clinicians may need to arrive earlier if there are in-patients to check upon. Clinicians are expected to work efficiently and in cooperation with their colleagues (handing over cases as required) in order to optimise their departure time. Written reports to clients at the time of discharge should generally be limited to details of future management. Telephone calls from clients or referring vets to discuss cases should always be taken but the duration of these should be minimised; appropriate referral to or re-examination at Willows should be encouraged instead.

Study leave

Costs for courses concerned with continuing professional development for veterinary surgeons will be met by the practice up to a limit of £3000 per annum (as at 2019). Any additional finance or time will be allocated at the discretion of the directors.

Twenty percent of time can be taken 'off clinics' for study leave and to fulfil the ECVN Residency requirements. This would typically be taken as 1 week in every 5.

CPD allowances (time and finance) cannot be carried over from one year to the next without explicit consent of the directors.

Holidays

Holiday entitlement for residents is 25 days per annum plus Public Holidays (if not on duty). Public Holidays that are worked will be accrued as lieu days. Part-time employees will have their holiday entitlement calculated on a pro-rata basis. Holidays are to be taken as multiples of whole days.

Holidays should be spread out during the year in order to give the clinician optimal breaks from work. Holiday allowance cannot be carried from one year to the next aside from under exceptional circumstances and with the express permission of the directors.

For disciplines with two, three or four clinicians within the department, only one vet can be off at any one time except for illness and other exceptional circumstances e.g. where there is a clash of relevant and important CPD provision/attendance or committee work, when two may be off for limited periods, to be agreed by the directors.

For disciplines with five or more clinicians, only two can be off at any one time, except for illness and other exceptional circumstances e.g. where there is a clash of relevant and important CPD provision/attendance or committee work when three can be off for limited periods, to be agreed by the directors.

Out-of-hours

There is a shared Neurology 'out of hours' services in accordance with practice policy.

Genuine emergencies need to be seen by the Willows clinician on duty as a matter of priority, subject to the owners being comfortable with the anticipated financial implications. However, the clinician on duty needs to make a balanced judgement on a case-by-case basis regarding the urgency of each case, and should, where appropriate, consider the potential for delaying seeing the patient until the earliest opportunity on the next working day, with the case being managed by the referring veterinary surgeon (under guidance from Willows) in the interim. In exceptional circumstances, emergency cases may be admitted by interns on the Willows emergency OOH service prior to be seen by a resident or specialist clinician the following day.

Salary

Salaries are reviewed annually.

Uniform

The uniform provided by the practice (consulting tops, theatre scrubs, surgical clogs) should be worn during consultations and surgery, in accordance with the practice's dress code. Sensible shoes must be worn (not trainers) and hair of shoulder length or longer must be tied back. A smart professional appearance is expected at all times.

Subscriptions

The practice will finance all clinicians' membership of MRCVS, VDS plus two relevant journal subscriptions.

Pension

All employees are automatically enrolled into our pension scheme as soon as is practicably possible with regards to processing the next payroll. Full details of the scheme and your rights in relation to membership will be provided to you within 8 weeks of your contracted start date.

Probationary period

New appointments are subject to a three month probationary period. This can be extended if the directors deem an extension appropriate after initial progress reviews.

Contract

Written terms and conditions will be issued with the employment offer letter; these should be signed and returned with the Resident's letter of acceptance.

Notice period

Employment can be terminated by either party by giving the other at least six months' notice in writing. This would not apply in the case of serious misconduct.

Measures of achievement

Initial progress review approximately one month and three months after induction

Twice yearly appraisals with the Clinical Director

Meetings of the neurology team with the Clinical Director and Hospital Managing Director, two to three times yearly

Feedback from other members of staff

Feedback from externship centres

Feedback regarding research projects and production of publications for Diploma requirements

Feedback from clients and referring vets

Case throughput and clinical performance compared with Key Performance Indicators for the practice

Subjective assessment of performance will be judged against Willows Core Values, of Commitment to Excellence in clinical standards, client care, care of referring vets, teamwork and care of our environment

Committed to excellence