Job Description

**JOB TITLE: VETERINARY SURGEON (INTERNAL MEDICINE RESIDENT)**

**REPORTING TO: CLINICAL DIRECTOR**

**Overview**

Our aim within the practice is to treat our patients as though they were our own animals, and to treat our clients and our referring vets in the way we would wish to be dealt with ourselves.

This philosophy should be carried through at all levels, in terms of our demeanour, appearance, professionalism and communication (between vets, clients and staff). Every member of our team has an essential part to play in ensuring the smooth running of the various aspects of the practice.

All clinicians are expected to provide a consistently high quality, professional veterinary service for referring veterinary surgeons, referred clients and their animals. You will be fully supported in continually developing your clinical skills in order to achieve the practice ethos of being ‘Committed to excellence’. Effective communication with clients and referring veterinary practices is essential to attain an enhanced uptake of quality veterinary care.

**Scope of role**

You will be expected to work closely with the directors, clinical colleagues, the practice manager, nurse and reception managers as well as all other support staff within the practice in order to provide the highest standards of professional care and service for our referred 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 practice requirements.
* Training towards and fulfilling the requirements of the European Diploma in Small Animal Internal Medicine and producing the required publications within the deadlines set.

**Key skills**

* At least two years qualified
* Have spent at least one year in primary care practice
* Have undertaken a rotating Internship or have equivalent previous experience along with a proven track record in managing Internal Medicine 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 see referred clients, care for in-patients, investigate clinical cases and provide the appropriate diagnostic, medical and interventional 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/interventional 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 under the supervision of Medicine Specialists (consultations, investigations and management), following an initial personalised training period.
* Participate in medicine rounds including discussion of clinical cases and journal clubs.
* Attend relevant CPD courses both in the UK and overseas.
* Fulfil all necessary externship and other credential requirements of ECVIM 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 ECVIM 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 on occasions based on clinical demands. 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 of 2021). The cost of examinations will also be met assuming the resident remains employed by Willows. Any additional finance or time will be allocated at the discretion of the directors.

Approximately twenty percent of time can be taken ‘off clinics’ for study leave and holidays. This would typically be taken as 1 week in every 5. In addition time will be provided for externships or periods of time with other clinical services in order to fulfil the ECVIM residency requirements.

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

**Out-of-hours**

There is a shared Medicine ‘out of hours’ service in accordance with practice policy, at present this is expected to be a 1 in 3 night/weekend rota with supervision from a Specialist available at all times.

**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. Where appropriate, it may be possible to delay 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, provided the client and referring vet are happy with this approach. If in doubt, it is preferable the case is seen by Willows immediately. 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, provided the case is stable.

**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 six 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 Head of Internal Medicine
* Twice yearly meetings with the Residency Supervisor
* Meetings of the medicine 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 Excellence 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