## JOB DESCRIPTION

**JOB TITLE: VETERINARY SURGEON (EMERGENCY AND CRITICAL CARE)**

**REPORTING TO: HEAD OF EMERGENCY AND CRITICAL CARE**

**Overview**

Our aim within the practice is to treat our patients as though they were our own animals, and to treat our clients 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). We all have a 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 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 is essential to attain an enhanced uptake of quality veterinary care.

**Scope of role**

You will be expected to work closely with the Clinical Director and the Head of ECC, veterinary colleagues and the wider leadership team, as well as all other support staff within the practice in order to provide the highest standards of professional care and service for our clients and their animals.

**Key responsibilities**

* Provision of clinical and professional services for clients in accordance with our ‘veterinary surgeons’ guidance notes’ and the instructions of the Clinical Director and Head of ECC.
* Participation in rotas in accordance with the practice requirements
* Completion of CPD requirements in accordance with the current recommendations of the RCVS and the advice of the Clinical Director and Head of ECC, dependent upon personal and practice CPD needs.
* Assist in the clinical development of veterinary nurses, trainees and other support staff within the practice.

**Key skills/requirements**

You should be a Member of the Royal College of Veterinary Surgeons and have at least two years’ experience of working in small animal practice within the UK. You should have a keen interest in both medical and surgical cases. 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 professional approach, a commitment to practicing the highest standard of veterinary medicine, and upholding the RCVS code of ethics are expected at all times.

**Key clinical, leadership and administrative tasks**

* Be available during assigned hours and when covering for team members to see clients, care for in-patients, investigate clinical cases and provide the appropriate diagnostic medical and surgical services for animals under your care.
* Attend CPD and training opportunities in agreement with the Clinical Director and Head of ECC.
* 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 minimizing patient stress and discomfort; recommend referral to Willows Referral Service 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 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.
* Ensure chargeable items are added accurately and in a timely fashion to clients’ accounts
* Assist with marketing of the services of the practice through:
  + Producing information for the website, providing material for social media and other marketing material such as Newsletters for clients and articles for local papers
  + Participate in a variety of external activities to include speaking at local schools, training clubs etc.

**Hours**

To ensure we deliver a quality and flexible service the post will be based on annualised hours with the working pattern set by the Clinical Director and Head of ECC according to the needs of the business.

Flexibility with regard to working hours is essential, to ensure continuity of patient care and to support colleagues.

**Study leave**

Costs for courses concerned with continuing professional development for veterinary surgeons will be met by the practice up to a limit of £1255 per annum. It is possible for additional finance or time to be allocated with significant justification, at the discretion of the Clinical Director and Head of ECC.

Leave equivalent to a maximum of five working days per annum may be taken in order to attend CPD courses with the dates and specific requirements to be agreed and arranged with the Clinical Director and Head of ECC and in accordance with Vets’ Guidance Notes.

**Holidays**

Annual leave entitlement for all clinicians is 6 working weeks per annum plus Public Holidays (pro rata). Holidays are to be taken as multiples of whole days and should preferably be booked as whole weeks rather than individual days. Since working time is based on annualised hours, paid holidays are effectively taken during non-clinical weeks to ensure continuity of clinical service; swapping of clinical weeks with colleagues is possible to allow longer holidays (up to two weeks away) to be taken, if desired. All holidays should be agreed with the Clinical Director and Head of ECC, in accordance with Vets’ Guidance Notes.

**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. 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. The practice operates a bare below elbows policy for all clinical staff.

**Subscriptions**

The practice will finance all clinicians’ membership of MRCVS, VDS plus up to two relevant professional subscriptions, if they are not already available on line via our RCVS membership.

**Pension provision**

All employees are automatically enrolled into our company pension scheme.

**Probationary period**

New appointments are subject to a three month probationary period.

**Measures of achievement**

Following a comprehensive induction, there will be an initial progress review meeting with the Head of Emergency and Critical Care approximately one month after induction and a probationary meeting after three months employment. Thereafter, twice yearly appraisals will be held. Emergency team discipline meetings will also be held twice yearly.

Measures of achievement include:

* Feedback from other members of staff
* Feedback from clients
* Promotion of the business
* CPD undertaken and applied to clinical practice
* Key Excellence Indicators including caseload, revenue, and clinical performance
* Subjective comparison with our core values of being ‘Committed to Excellence’ in care of patients, clients, referring veterinary surgeons from other practices, team members and the environment