## JOB DESCRIPTION

**JOB TITLE: VETERINARY SURGEON (PRIMARY CLINICIAN)**

**REPORTING TO: CLINICAL DIRECTOR and HEAD OF SERVICE**

**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, your Head of Service, 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 primary care clients in accordance with our ‘veterinary surgeon’s guidance notes’ and the instructions of the Clinical Director and your Head of Service.
* 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, 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 and administrative tasks**

* Be available during practice working hours 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 your Head of Service.
* 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 WRS 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 the marketing 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
	+ Assisting with evening practice tours (on a shared rotating basis with the other primary clinicians), and occasional ‘open’ days or evenings
	+ Participate in a variety of external activities to include speaking at local schools, training clubs etc.

**Hours**

The start time is generally 8 am, but clinicians may need to arrive earlier if there are in-patients to check upon. One early finish of 13.00pm is provided each week (provided more than two full days are worked), but this is dependent on the case load of the day and the demands of holiday/sickness cover. There is a primary care Saturday clinic which is shared between the primary care clinicians. There is no additional OOH ‘on-call’ as this is provided by our emergency service.

Flexibility with regard to hours worked is essential, to ensure continuity of patient care and to support other primary clinic 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 on a pro-rata basis (as at 2021). Any additional finance or time will only be allocated with significant justification, and at the discretion of the Clinical Director.

Leave equivalent to a maximum of five working days per annum (pro rata) may be taken in order to attend CPD courses or to undertake home study, only 1 day of which can be taken as home study, the dates and specific requirements to be agreed and arranged with the Clinical Director and your Head of Service.

**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. An additional day of ‘birthday leave’ is also available.

**Emergency out-of-hours consulting**

Emergency out-of-hours consultations (i.e. on weekdays – after evening surgery and until 8 am the following day; over the weekend – after routine surgery times on a Saturday until 8 am on the next normal working day; on public holidays – until 8 am on the next normal working day) are performed by Willows’ emergency service. No out of hours emergency consultations are performed by Willows’ primary clinicians.

**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 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 2 weeks of your contracted start date.

**Probationary period**

New appointments are subject to a three month probationary period, during which time employment can be terminated by either party by giving four weeks’ notice in writing. This can be extended if the Clinical Director or your Head of Service deems an extension appropriate after initial progress reviews.

**Contract**

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

**Notice period**

After the initial probationary period, employment can be terminated by either party by giving the other at least three months’ notice in writing. This would not apply in the case of serious misconduct.

**Measures of achievement**

Initial progress review at introductory meeting with Clinical Director or your Head of Service, approximately one month after induction

Probationary meeting after three months employment

Thereafter - twice yearly appraisals

Group discipline meetings

Measures of achievement include:

* Feedback from other members of staff
* Feedback from clients
* Promotion of the business
* Involvement in the provision of relevant, targeted CPD
* Revenue/caseload and clinical performance compared with Key Excellence Indicators for the practice
* 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