Job Description

**Job title: Veterinary Specialist (Emergency and Critical Care)**

**Reporting to: ECC Head of Service**

**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.​

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

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* 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, the ECC Head of Service, the Hospital Senior Leadership Team, the Anaesthesia 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 & primary 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
* Completion of CPD requirements in accordance with the current recommendations of the RCVS and the advice of the Directors, dependent upon personal and practice CPD needs.

**Key skills**

European or American Diploma in Veterinary ECC (or equivalent). Previous recent approved Residency training and readiness to undertake Diploma examinations may be considered.

A professional approach and appearance is expected at all times.

Excellent interpersonal skills and a positive friendly attitude at all times 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.
* Provide support and advice on aspects of emergency and critical care for medical and surgical colleagues.
* Attend CPD and training opportunities in agreement with the Directors, for example North American conferences.
* Publish prospective and retrospective studies and review papers.
* Giving CPD (e.g. BSAVA, WRS forums, WRS Roadshows, Webinars, Internal WRS CPD lectures, Clinical Clubs and regional groups etc).
* Read, understand and implement the Hospital’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 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.
* Assist in the development and training of the paraprofessional team and veterinary residents/interns to ensure the delivery of the highest quality care with regard to anaesthesia and analgesia.
* Assist with the marketing the services of the Hospital through a variety of external activities to include supporting ‘open days’ and speaking at local veterinary clubs and breed clubs as well as the participating in the main core of CPD provision (see above).

**Measures of achievement**

* Initial progress reviews approximately one month and three months after induction
* Twice yearly appraisals
* Meetings of the ECC team with the directors, two to three times yearly
* Feedback from other members of staff
* Publications in the scientific literature including periodicals such as In Practice and Vet Times
* Involvement in the provision of relevant, targeted CPD, including Willows' day and evening forums, Willows film reading evenings
* ECC department case throughput and clinical performance compared with Key Performance Indicators for the practice.
* Subjective assessment of performance is made with respect to our core values of ‘Committed to excellence’ in terms of patient care, service to clients, service to referring vets, teamwork, and care of our environment

**Hours**

The usual start time is 8.00am, but clinicians may need to arrive earlier if there are in-patients to check upon. Depending on the demands of the service, it may be necessary to work either early or late shifts on a shared basis. One administration (non-clinical) day is provided each week, but this is dependent on the case load of the day and the demands of holiday/sickness cover. Weekend work is necessary as part of a shared rota.

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.

**Study leave**

Costs for courses concerned with continuing professional development for veterinary surgeons will be met by the Hospital up to a limit of £2460 per annum (as at 2022).

Any additional finance or time will be allocated at the discretion of the Directors.

Leave equivalent to a maximum of ten working days per annum may be taken in order to attend CPD courses, deliver CPD training or to undertake home study, the dates and specific requirements to be agreed and arranged with the directors. Of the total of ten days leave, no more than the equivalent of two working days may be taken for home study, to ensure sufficient formal CPD is received in any given year.

**Giving talks, RCVS examinations etc.**

Up to 5 days of leave for the purposes of performing work for professional bodies may be granted at the discretion of the Directors.

**Holidays**

Holiday entitlement for all clinicians is 6 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.

**Out-of-hours**

There is a shared ECC ‘out of hours’ services in accordance with practice policy. These duties will include provision of advice and care for critical in-patients.

Details of the current ‘out of hours’ rota will be supplied.

**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.

**Private Healthcare**

Private healthcare is available on request.

**Probationary period**

New appointments are subject to a six month probationary period.