

JOB DESCRIPTION

JOB TITLE: SPECIALIST IN SMALL ANIMAL INTERNAL MEDICINE

REPORTING TO: HEAD OF SERVICE (INTERNAL MEDICINE)

Overview

Our aim within the practice is to treat our patients as though they were our own animals, and to treat our clients, colleagues, and other associates in the way we would wish to be dealt with ourselves. This will allow us to provide the highest possible quality of healthcare to as many patients as possible, and provide the highest quality of service to our clients and referring vets, whilst preserving the wellbeing of ourselves and our team.

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 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, Clinical support leads, and the Senior 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 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.
- 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.
- Engage in formal and informal training of other associates, including colleagues, residents, interns and clinical support associates.

Key requirements/skills

Hold a degree which can be registered with the Royal College of Veterinary Surgeons, to become an MRCVS. European or American Diploma in Veterinary Internal Medicine (Internal Medicine) (or equivalent). Previous recent Approved Residency training and readiness to undertake Diploma examinations may also be considered.

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 surgical services for animals under his/her care.
- Attend CPD and training opportunities in agreement with the Directors.
- Publishing prospective and retrospective studies and review papers.
- Giving CPD (e.g. BSAVA, WRS forums, WRS Roadshows, Clinical Clubs and regional groups etc.).
- 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 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 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.
- Assist in the development and training of the paraprofessional team and veterinary residents/interns to ensure the delivery of the highest quality care and exceptional client service.
- Participate in regular medicine rounds. Examples of topics include journal reviews, conference synopses and previous examination questions.

Hours

The start time is 8 am, but clinicians may need to arrive earlier if there are in-patients to check upon. One administration day is provided each week, provided more than two days are worked. An early finish day is part of the whole working week – if holidays or CPD are taken which coincide with an early finish day, this does not accrue time off in lieu.

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 to give progress reports about non-hospitalised patients should be minimised, and appropriate re-examination at Willows should be encouraged instead.

Out-of-hours

There is a shared Internal Medicine 'out of hours' service in accordance with practice policy; details of the current 'out of hours' rota will be supplied.

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 may, 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. If there is doubt regarding whether a patient should

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be seen out of hours, and out of hours consultation and assessment should be offered.

Study leave

Costs for courses concerned with Continuing Professional Development for veterinary surgeons will be met by the practice up to a limit of £2460 per annum (as of 2022).

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 CPD is received in any given year. Part-time employees will have their CPD entitlement calculated on a pro-rata basis.

CPD allowances (time and finance) cannot be carried over from one year to the next.

Committee work, Board examining etc.

Leave for the purposes of performing work for relevant professional bodies may be granted at the discretion of the Directors. A maximum of five days is allowed for this purpose. Part-time employees will have their committee day entitlement calculated on a pro-rata basis.

Holidays

Holiday entitlement for all clinicians is six 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 day of holiday is available on or close to each associate's birthday.

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 aside from under exceptional circumstances and with the express permission of the Directors.

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.

Subscriptions

The practice will finance all clinicians' membership of the RCVS, VDS plus two relevant professional subscriptions; annual Specialist subscription and Fellowship charges will also be paid by the practice.

Pension provision

All employees are automatically enrolled into our pension scheme as soon as is practicably possible. 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 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 and these should be signed and returned with the letter of acceptance.

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Notice period

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

Measures of achievement

- Initial progress reviews approximately one month, three months and six months after induction
- Six monthly Professional Development Reviews
- Feedback from other members of staff, from clients and from referring veterinary surgeons
- Publications in the peer-reviewed scientific literature and in periodicals such as In Practice and Vet Times
- Involvement in the provision of relevant, targeted CPD, including Willows' day and evening forums, Clinical Club evenings and Willows' 'Roadshow' evenings
- Provision of material for social media and other marketing media
- Involvement in training of interns, residents and clinical support associates
- Case throughput and clinical performance compared with Key Excellence Indicators for the practice
- Subjective comparison against our core values of commitment to excellence in patient care, client care, care of referring vets, care of the team and care of the environment