



Ridgeview Animal Hospital

Job Description: Veterinary Assistant

Position Summary

A veterinary assistant supports technicians and veterinarians in exams, treatment, surgery and dentistry. The veterinary assistant assists with animal restraint, housekeeping, client communication, treatments and surgeries. Veterinary assistants support both licensed veterinary technicians and veterinarians in daily patient care. They communicate with clients in person and by phone for follow-up care and patient monitoring. They dress in professional attire, act professional, wear a name tag, and maintain a groomed appearance.

Performance Attributes are vital to the success of the individual and practice, all staff members should have or develop: Speed, Efficiency, Accuracy, Reliability, Cooperation, Compliance, Clinic Awareness and Energy.

Reports to: Clinic Manager, Practice Administrator, Director of Operations, Veterinarians, Chiefs of Staff, Practice owner (s)

Job Responsibilities

Technical Duties, 80%:

Patient Care

- Care for hospitalized animals, including cage cleaning, exercising, feeding, observing signs of illness and controlling the spread of parasites and infectious diseases
- Restrain patients for procedures performed by technicians or doctors
- Administer medications
- Assess change in animal status
- Trim nails
- Bathing
- Ensure hospital patients go home well groomed and in an appropriate medical state

Laboratory & Pharmacy

- Perform basic in-house lab tests
- Complete forms for reference lab
- Fill out lab reports and logs
- Clean lab area
- Fill prescriptions

Surgery

- Assist with keeping surgical materials stocked
- Assist with preparing gown and surgical packs
- Assist veterinarians and technicians with patient restraint
- Assist veterinarians and technicians with induction/intubation or perform induction/intubation
- Assist with cleaning surgery suite and surgical instruments after each procedure following hospital sterilization protocols

Inventory

- Unpack deliveries, reconcile against packing slip and restock supplies
- Restock shelves and drawers in exam rooms and treatment area
- Assist with ordering of drugs and supplies by logging when we are low on items
- Assist with purchasing and stocking of cleaning and office supplies

Housekeeping Duties, 10%:

- Do laundry
- Clean cages
- Help maintain clean exam rooms, treatment area, dental and surgical suite
- Clean public and staff areas
- Assist with facility and yard maintenance to maintain a clean, odorless and inviting environment
- Assist with daily check lists
- Participate in shared cleaning schedule of bathrooms and breakroom

Client Communication Duties, 8%:

- Professional, cheerful and helpful attitude when interacting with pet owners
- Knowledge of common diseases, their symptoms and means of transmission
- Knowledge of preventative health care recommendations to answer questions and assist in marketing veterinary services and products from which clients' pets would benefit

Administrative Duties, 2%:

- Enter accurate charges
- Help in reception area when needed
- Know how to check out clients and discharge surgical and hospitalized patients
- Understand proper medical record keeping
- Understand front-desk procedures in order to assist receptionists such as phone system, veterinary practice-management software and appointment scheduling guidelines

Educational Requirements & Skills Needed

Educational Requirements:

- High school diploma or equivalent
- Formal or on-the-job training in veterinary technology

Skills Needed:

- Ability and willingness to assist technicians, doctors and client care specialists, anticipating needs instead of being asked.
- Responsibilities will vary based on the practice's current needs, the season and the individual skills of the employee
- Ability to assist veterinarians in the practice of veterinary medicine and surgery
- Effective communicator
- Self-starter, self-motivated

- Support team members by being encouraging and accepting feedback through communication and staff development.

Physical Obligations:

- Able to lift patients and carry equipment up to 25 pounds; ability to lift patients or carry equipment over 25 pounds with assistance
- Endure sitting, standing and walking on hard floor surfaces for extended periods
- Type information for patient records and prescription labels into the computer
- Able to work in noisy work conditions with sounds from animals and equipment
- Take safety precautions for exposure to toxins, drugs, anesthesia and radiation