



JOB DESCRIPTION

POSTING DATE: 10/21/2024

POSITION: CLINIC SUPERVISOR

CLOSING DATE: OPEN UNTIL FILLED

STATUS: FT EXEMPT

REQUIRED EXPERIENCE: 2 YEARS ANIMAL HANDLING IN AN ANIMAL SHELTER OR VETERINARY CLINIC, AND CUSTOMER SERVICE

REQUIRED EDUCATION: TRAINING IN ANIMAL CARE FACILITY OR VETERINARY OFFICE, HS DIPLOMA

PREFERRED: LICENSED VETERINARY TECHNICIAN

JOB DESCRIPTION

The clinic supervisor is responsible for documenting and evaluating the health status and temperament of the animals in our care; ensure approved, appropriate medical interventions are provided; maintain communications with veterinarians providing services; and training, supervision and deployment of clinic technicians, clinic veterinary assistants and volunteers. Supporting the veterinarians and ensuring their direction is followed. The clinic supervisor will report directly to the medical manager.

Principal Duties and Responsibilities:

- Evaluates animals daily to identify any possible illness, injury, or infection to determine the degree of intervention required. Communicates these issues to veterinarian on duty and training and enrichment supervisor.
 - Works collaboratively with clinic technicians and other shelter personnel to achieve a healthy environment for the animals we serve by effectively disinfecting to minimize spread of disease and following appropriate PPE protocols.
 - Monitors/Coordinates/Participates in the receiving process of animals (includes properly completing necessary paperwork in a prescribed manner) into the shelter including but not limited to: vaccinations, venipuncture, bathing, grooming, deworming, skin scraping and other duties as assigned
 - Assists in monitoring equipment for proper operation (bloodwork machines, wood lamps, water treadmill, x-ray unit, chemical mixers, hose units, microscope, etc.).
 - Learns proper maintenance procedures for all equipment.
 - Supervises, trains, evaluates, and deploys clinic staff as to provide for their growth and to maximize their potential for the good of the shelter and participates in new hire orientation.
 - Develops policies and procedures in conjunction with the Chief Veterinarian to ensure animal health and maintain a safe environment.
 - Monitors/Coordinates/Participates in preparing/setting up animal kennels and related equipment for cage change-outs or newly arriving animals according to specific instructions
 - Oversees administration of all medications to shelter animals. Responsible for basic medication
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calculations, record keeping, and knowledge of all medical protocols.

- Capable of monitoring surgical patients during procedures and recovery.
- Knowledgeable of CPR procedures in cases of emergency.
- Responsible for maintaining an accurate and timely monitoring of supplies and ordering these from distributors.
- Responsible for maintaining the electronic controlled drug log and performing monthly controlled drug inventory.
- Responsible for coordinating and completing monthly inventory of supplies and submitting in point of sale system.
- Responsible for learning accurate data entry, appointment reservation software, text messaging alert software, and point of sales systems.
- Responsible for data entry of all veterinary and medical treatments and notes.
- Supervises and delegates assisting staff and volunteers.
- Provides assistance and training to veterinary technician externs.
- Provides accurate information and friendly courteous service to the public and insures that others working in the animal habitats display the same courteous service
- Regularly conducts and participates in meetings with other members of the staff and shares ideas and suggestions designed to improve working conditions and the organization
- Consistently strives to keep abreast of animal care and protection issues, and new techniques, procedures, and equipment in the field
- Treats animals humanely, responsibly, with care and concern both on and off the job and transmits these values to others
- Responsible for ensuring the comfort, safety and well-being of all shelter animals including performing hourly walkthroughs of medical animals and isolation patients to maintain this standard of care.
- Assumes responsibility for the humane treatment of animals, monitors the shelter for signs of disease, and initiates appropriate procedures to deal with health issues
- Performs or assists with the euthanasia of animals by injection as required. If not currently euthanasia certified, must be willing to become so.
- Responsible for monitoring staff hours and submitting payroll approvals.
- Responsible for creating staff schedule
- Performs other duties as required to insure a positive public image and to improve the functioning of this organization as assigned by the management
- Must support and demonstrate the agency's core values – Customer Service, Adaptability, Respect, Responsibility, Integrity and Compassion

Education, Experience, Knowledge, Skills and Abilities:

- Client Education
 - Provides accurate information and friendly professional service to the public and to co-workers in a positive, courteous, truthful and tactful manner.
 - Interacts with all departments cohesively and communicates information effectively.
 - Capable of problem-solving and conflict resolution.
 - Maintains full knowledge of basic animal care in order to educate the public during wellness clinics. This includes familiarity of necessary vaccinations, sterilization benefits, heartworm disease (testing, prevention, treatment).
 - Maintains familiarity of products offered through the shelter, mechanism of action, and basic costs.
 - Learn and retain the basics of the spay/neuter procedure, including anesthetic risks, and are able to communicate pre- and post-op information to owners in a competent and friendly manner.
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- Learn and retain the basics of animal wellness (vaccinations, prevention, basic testing) and are able to communicate this information to the public effectively.
 - Must also be able to communicate basic veterinary concepts to owners and be able to repeat information relayed by a veterinarian
- **Animal Handling**
 - Will be asked to handle (on average) 50+ dogs and cats per day
 - Must be able to learn characteristics of animal behavior (for example: be able to identify aggressive or fearful behavior)
 - Must be able to use appropriate safety equipment for fractious or feral animals (will train)
 - Must possess excellent reflexes
 - Should be able to identify own limitations and be willing to ask for help
 - Must become proficient at animal restraint for various procedures for the safety of co-workers, self, and patients
 - Treats all animals humanely, with compassion and concern, both on and off the job and transmits these values to others
 - Capable of performing intravenous, intramuscular, and subcutaneous injections
 - Capable of placing an intravenous catheter and running an IV fluid pump if required
 - Follows appropriate PPE protocols both in the clinic and in isolation wards.
 - Assist with fundraising activities and special events as needed
 - Must be committed to a high standard of safety and comply with all safety laws and all of the employer's safety policies and rules
 - Report safety violations and potential safety violations to appropriate supervisory or management personnel
 - Excellent written and verbal skills
 - Computer literate
 - Detail oriented and superb organization skills
 - The individual must be capable of functioning independently with minimal supervision
 - Any other duties as assigned

Physical / Emotional Requirements of the Job:

- **Physical Requirements**
 - Must be able to work standing or sitting for 10 or more hours
 - Must be able to lift and carry up to 50 pounds repeatedly throughout the day with help
 - Must be able to bend, stoop, and kneel repeatedly
 - Must be able to see fine detail in a variety of situations
 - Must have reasonable degree of agility to move through tightly cramped areas in various situations
 - Must have good range of motion in joints especially wrist, knees, elbows
 - Must have good range of motion in your back for twisting etc.
 - **Emotional / Mental Requirements**
 - Must be able to work under stressful conditions and work efficiently and effectively under those conditions
 - Must be able to respond quickly to a variety of medical situations (with training)
 - Must be able to cope with death due to surgical complication or euthanasia
 - Ability to rapidly and accurately process information
 - Ability to delegate tasks and accept those delegated
 - Ability to recognize a need for assistance and ask for help
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- Ability to work independently with minimal supervision and as part of team.
- Capable of problem solving and conflict resolution.
- Ability to make decisions
- Ability to cope with frustrating situations and remain calm

Work Environment:

- Job may require performance of tasks that involve potential for exposure to blood, body fluids, or tissues, animal and human
- Any allergic condition that would be aggravated from exposure or through contact with animals or chemicals used to sanitize facilities, vehicles or equipment, is a disqualification
- Potential for exposure to zoonotic diseases
- Exposure to high noise levels when in kennel area, chemicals used to sanitize facilities, vehicles or equipment and other physical situations that involve all forms of animal life
- Potential for animal bites and scratches while handling pets
- May be expected to work weekends, holidays, and off hours
- Must have reliable transportation
- Candidate must be flexible with schedule changes and short notice overtime requests.
- Ability to work directly with animals, with no preexisting allergies to animals, hair or dander

Apply online at SAhumane.org/employment.