

A woman with long hair is shown in profile, smiling and holding a dog. They are on a beach with waves in the background. The entire image is overlaid with a semi-transparent green filter. The text 'Veterinary Care Assistant' is centered in white, bold font.

Veterinary Care Assistant



Job Profile – Veterinary Care Assistant

Location: Highgate Veterinary Clinic, Kendal

Values:

Our core values are what make the group a successful and fun place to work.

WE CARE

We care for animals and people, keep our promises, treat each other with decency and respect.

WE DARE

We dare to innovate, encourage entrepreneurial thinking and identify opportunities to succeed in a changing world.

WE SHARE

We share knowledge, best practice and make decisions based on trust, dialogue, commitment and engagement.

Main Purpose of Role: To deliver support to the Nursing, Veterinary and Reception Team, help deliver patient care & cleanliness within the practice.

This role reports to the Practice Manager.

Responsibilities:

Practice;

- Inpatient care.
- Maintaining a high standard of cleanliness throughout the practice.
- Assisting Nurses & Vets.
- Laundry.
- Stocking of consumables.
- Supporting the Principals with new initiatives as required.
- Adhering to all SOP's.



- Communicating with clients effectively & maintaining a high professional standard of customer service and care.
- Maintaining a good working relationship with all members of the practice.
- Fulfilling the obligations of the rota, with some holiday or sick cover.
- Carrying out any reasonable requests made by the Principals, Associate Vets or other members of the management team.

Reception;

- Ensure that all visitors to the practice are met in a professional, friendly and courteous manner at all times.
- Telephone calls should be answered as a matter of priority (3 rings) to ensure that all client enquiries are dealt with promptly and professionally
- Inform and educate clients, providing excellent customer service at all times, in a professional, sympathetic and courteous manner
- Follow the 5 key steps to successful call handling:
 - Answer and introduce yourself: 'Good morning/afternoon/evening XXX Vets, speaking, how may I help you?'
 - Understand the nature of the person's enquiry, obtain their name and the name of the pet and use both where appropriate
 - Provide an explanation, don't just quote a price
 - Show interest and warmth towards their pet
 - Offer a choice of appointments
- Convert enquiries to appointments wherever possible to maintain pet healthcare.
- Record, pass on and personally follow up enquires promptly and efficiently
- Add new client details fully onto computer system – including vaccine status and correct contact details.
- Check/update vaccine/contact details upon each visit or during each phone call.
- Where appropriate record any other information on the Practice system to support the Vets during consultation process.
- Ensure invoices are correct and any adjustments have been added.
- Ensure clients pay for services on day of treatment.



- Secure follow up appointments to close a treatment plan fully wherever possible.
- Ensure appointment call backs are completed to check customer satisfaction.
- Call all missed appointments to re-schedule.
- Educate all clients about practice services.
- Actively promote Pet Healthcare Plans and pet insurance.
- Actively promote any promotional schemes.
- Keep the reception area clean and tidy at all times, especially ready for the next working day.
- Adhere to all practice/reception policies/procedures to ensure an excellent level of customer service to our clients at all times.
- Be responsible for own Personal Development by attending internal/external courses and personal study to develop skills.
- Help with the marketing targets according to the business plan as all staff are to contribute to the success and profitability of the practice.
- Under the Health & Safety at Work Act 1974, it is the duty of every employee to take reasonable care of themselves and others at work. This also includes taking care of equipment and reporting immediately any items not working.
- Carry out stock orders when required and assist with the biannual stock take.

Duties:

- Inpatient care to include:
 - Feeding, cleaning out and giving affection/attention.
 - Alerting qualified staff to problems.
 - Carrying out any procedures on inpatients highlighted on the Hospital board (under supervision)
 - Keeping accurate records, including, updating the hospital forms and computer; bill any meds or consumables used
- Laundry



- Keeping washing machine topped up and hang out clean laundry to dry.
 - Folding away washing in appropriate cupboards
- Ensuring daily, weekly and monthly cleaning is carried out to a high standard in hospital, kennels, cattery & the laundry room.
- Assisting the Vets and Nurses as and when appropriate.
- Being fully aware of all Health & Safety issues and reading all information supplied.
- Participating in appraisal and reviews.
- Carry out stock orders when required and assist with the biannual stock take.
- Perform administrative and reception duties to include:
 - Booking, cancelling and changing appointments.
 - Receiving cash/card payments.
 - Attend reception team meetings as and when requested.
 - Keep client/patient records up to date.
 - Check clinic emails and process appropriately.
 - Ensure all daily paperwork completed (lab reports, consent forms, vaccination paperwork etc.).
- Client information and all counter sale products are well stocked and clean.
- Maintain stock levels on a daily basis (food or special orders for the surgery or clients).
- Keep puppy/new client packs made up and in stock.
- Deal with and organise incoming and outgoing post.

Dress Code

- A tunic will be provided will be provided to be worn with dark blue or black trousers [not provided].
- Scrub top, hat, mask theatre shoes or shoe covers must be worn in theatre
- Shoes should be appropriate for the requirements of your role.
- Name badge should always be worn.
- Health & Safety regulations should be considered in applying a professional and consistent approach in relation to jewellery, hair styles and nail varnish.

