



“Working together to provide compassionate care while improving the quality of the lives of our patients and families.”

Communication, Appreciation, Respect, Teamwork, Compassion

JOB DESCRIPTION

Job Title: *Associate Veterinarian*

Reporting Relationship: *Owner*

POSITION SUMMARY: *Associate Veterinarian who works as a team player in an effort to provide the best client and patient care possible.*

CORE COMPETENCIES FOR ALL POSITIONS:

- I. Mission, Vision, Core Values and Behaviors: Weight 20_%**
- Exemplifies the organization’s core value of service, by acting toward coworkers, clients, patients, doctors and others in ways that are consistent with the organization’s mission.
 - Relates to others in a cooperative, supportive, respectful and non-judgmental manner.
 - Displays a willingness to assist coworkers with a team-oriented philosophy.
 - Demonstrates appropriate written and verbal communication skills in a manner consistent with professionalism and respect even during times of disagreement.
 - Understands and observes safety rules.
 - Follows established processes and procedures.
 - Maintains attendance and observes working hours, starting times, lunch breaks and quitting times.
- II. Service Excellence/Continuous Performance Improvement: Weight 15_%**
- Maintains consistently high client sensitivity and responsiveness in day-to-day encounters.
 - Identifies appropriate opportunities for innovation, develops new and effective solutions.
 - Maintains a standard of accuracy, neatness, conscientiousness, and attention to detail that result in reliable work results.
 - Balances the demands of multiple assignments by determining priorities of work order in such a way that results are consistently achieved on time and ensures quality services.
 - Performs any other duties requested by the doctor or practice manager.
- 11I. Cost-effective, Efficient Service Delivery: Weight 10_%**
- Ensures inventory control through cost-effective utilization of medical/surgical supplies.



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- Ensures a high level of documentation in animal medical records by recording all conversations with clients and any services provided.

KEY PERFORMANCE RESPONSIBILITIES SPECIFIC TO THIS POSITION:

IV. Influence on Others **Weight _5_%**

- Friendly and considerate toward clients
- Considerate of staff and their need to accomplish other tasks
- Helps to alleviate stress, not add to it
- Helps and teaches other staff members willing and proactively teaches and trains staff about medicine, procedures, technical skills, etc.
- Contributes ideas for helping the business/day-to-day operations run smoothly
- Shows enthusiasm when performing daily duties
- Loyal to employer (steps up to a professional level and supports management, etc.)
- Appears to others to truly enjoy being a veterinarian and all that it involves

V. Mental Flexibility **Weight _5_%**

- Gets along well with staff members and other doctors.
- Adapts well and quickly to change
- Flexible when things don't go as planned/can "go with the flow"
- Receptive to suggestions and ideas of others
- Team player/considerate in helping manage the daily work flow and plan

VI. Initiative **Weight 5_%**

- Proactively accepts new responsibilities and seeks to learn new skills
- Seeks on going self-improvement

VII. Personal and General Skills **Weight _5_%**

- Always looks professional, clean and neatly groomed
- Wears a name tag and proper established attire
- Maintains a positive attitude
- Is a role model and leader to the staff
- Is punctual and dependable (gets there on time in morning and after breaks)
- Is neat and follows a "clean as you go" philosophy (doesn't leave for others)
- Takes responsibility for all aspects of job (doesn't make everyone else do the "dirty work")



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VIII. Communications

Weight 5 %

- Explains instructions and diagnoses to clients in clear, easily understood terms
- Releases all hospitalized patients and explains lab results, etc. to clients
- Gives clients clear and written send-home instructions (when applicable)
- Calls owners of boarders or delegates someone to call and creates discharges for boarders where medical issues arise during their stay
- Gives accurate estimates and obtains permission from owners before treatment
- Communicates current/updated status and needs of hospitalized patients to staff members
- Considerate of the client’s emotion as well as the pet’s comfort when making decisions
- Instills confidence in the staff and the clients

IX. Record Keeping

Weight 5 %

- Writes up medical records accurately, completely, and timely
- Fills out paper work and forms accurately
- Assists with anesthesia, surgery and controlled drug log maintenance (when applicable)
- Completes paperwork in a timely way and follows the systems throughout the hospital

X. Surgical Skills

Weight 10 %

- Exhibits a good understanding of use of anesthesia, drugs, equipment use, etc.
- Is considerate of patients’ pain and discomfort, and acts on that
- Dresses appropriately for surgery, and uses aseptic/sterile technique
- Begins surgeries when scheduled and completes them within a reasonable time period
- Demonstrates a thorough knowledge of technique
- Demonstrates a good comfort level with surgical procedures
- Continues to improve surgical skills and efficiency
- Charges appropriately for surgery time, supplies used, etc.

XI. Examinations

Weight 10 %

- Is prompt getting into the room for exam visits
- Spends appropriate (sufficient, but not excessive) amount of time with each client/patient
- Ensures that each visit is productive and adds value for what the client is paying



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- Gives a technically thorough physical exam to every patient (head to toe) except for otic and ophthalmic only examinations.
- Uses visual aids and educational materials when indicated for a given client or patient.
- Makes strong recommendations to clients for nutrition, flea and heartworm control, dental products, when COHATs are due, senior wellness testing, etc.
- Thoroughly presents treatment options, and shows confidence it what is best for the pet
- Sees emergencies (end of day, etc.) *willingly* and charges appropriately for them
- Demonstrates a gentle and caring approach toward all patients and clients
- Cares about the well-being of all patients/boarders in the hospital (not just *their* patients)
- Performs complete physicals on boarding patients receiving any examinations or treatments and creates a discharge report with findings for pickup
- Demonstrates the same care/thoroughness with employee’s pet’s health as with clients’ pets
- Recognizes and approaches health issues beyond the original reason for care/visit (thoroughness)

XII. Business and Marketing Skills

Weight 5 %

- Helps to solve problems that arise, rather than “joining” in with complaining
- Shows a maturity and professionalism regardless of behaviors of other staff members
- Assists with letting staff know about inventory shortages or concerns and uses the want list to order supplies needed.
- Is a problem-solver, not just a problem “spotter”
- Charges appropriately for time and services performed (doesn’t “give things away”)
- Makes an effort to improve skills related to building the practice
- Is consciously aware of the facility’s interior and exterior appearance, and acts on it
- Pays attention to cleanliness throughout the clinic, and pitches in to help when needed
- Shows interest in and concern for how the clinic is perceived by the client
- Shows what you would consider are the skills of a long-term “practice-builder”
- Confronts problems that have a negative effect on the business
- Takes responsibility for “building” a client base (doesn’t just “process work”)
- The team member should be willing to help in the community and actively market to bring new business to the practice.
- Will help find areas where we can be involved in the community on a quarterly basis at a minimum



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XIII. Miscellaneous

Weight 5 %

- The doctor provides enthusiastic education to each client about the total care of the pet
- The doctor seems to truly enjoy the job and all that goes with it.
- The doctor is willing to “do what it takes” even if that means missing lunch or staying late.
- The doctor understands and appreciates all the additional responsibilities of staff members besides patient care
- The doctor should be willing to help in the community and actively market to bring new business to the practice.
- The doctor should be active with local and national veterinary organizations.