



“Working together to provide comprehensive care while  
Improving the lives of our patients and families”

Teamwork Appreciation Compassion Communication Respect

## ***JOB DESCRIPTION***

***Job Title: Veterinary Assistant***

***Reporting Relationship: Lead Registered Veterinary Technician***

***POSITION SUMMARY: Duties as listed herein but not limited to them if time allows assisting in all areas of the clinic.***

### ***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, including those published by OSHA.
  - Follows established processes and procedures or seeks to learn correct process/procedure where it has not been previously presented.
  - Maintains attendance and observes working hours, starting times, lunch breaks and quitting times.
  - Maintains appropriate personal and professional appearance including compliance with uniform requirements.
  - Performs any other duties requested by the doctor or practice manager.
- 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.



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- 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.

**III. Cost-effective, Efficient Service Delivery: Weight = 5%**

- Efficiently prepares and makes available all necessary supplies for exams and appointments.
- Ensures inventory control through cost-effective utilization of medical/surgical supplies.
- Ensures a high level of documentation in animal medical records by recording all conversations with clients and any services provided.
- Ensures the clinical area, including the operating room and procedure room, is clean and ready for the start of each business day utilizing daily and weekly cleaning checklists where they exist.

***KEY PERFORMANCE RESPONSIBILITIES SPECIFIC TO THIS POSITION:***

**IV. Nursing Care Weight 15%**

- Medicates patients either orally, giving injections, or applying transdermals, and understands proper techniques for handling the patient while medicating.
- Monitors and records observations regarding all patients in the hospital and reports observations to a doctors.
- Documents in medical records all conversations, observations and status reports regarding patients, conversations with clients, and doctor’s instructions.
- Sets up and uses medical equipment properly, following safety guidelines
- Understands medical terminology commonly used in the hospital, including dosage instructions and is familiar with drugs prescribed for treatment. Seeks understanding or clarification of the above for unfamiliar treatments.
- Communicates with doctors in a professional manner and understands and carries out instructions as directed and in a timely fashion.
- Performs IV catheterization, programs IV pump according to doctor’s instructions.
- Fills prescriptions according to instructions, documents properly in the medical record, and calls in prescriptions when needed to pharmacies.
- Routinely anticipates Doctor needs and proactively prepares for such needs.

**V. Surgical and Dental Care Weight 10%**

- Performs surgery prep on all patients accurately as per doctor instructions and in a timely fashion to ensure doctor remains on schedule and is productive.



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- Prepares surgery room and equipment.
- Monitors animal during surgery, observing heart rate, respirations and blood pressure during the procedure; reports to doctor.
- Recovers patient after anesthetic procedure to ensure the patient is safe and properly cared for at all times.
- Performs dental procedures, immediately documents activity in the medical record, and reports medical information including abnormalities to doctor.
- Performs proper instrument cleaning and sterilization techniques, wraps packs for autoclaving, and safely uses autoclave to sterilize instruments for the next day’s surgery cases.

**VI. Laboratory**

**Weight 5%**

- Obtains blood, urine and other samples from patient ensuring patient safety and well-being.
- Runs blood samples on in-house laboratory machines, documents results in medical records and reports results to doctors.
- Prepares and analyzes urinalysis, fecal flotations, cytologies, smears, stains, and combo tests accurately and in a timely fashion.
- Prints lab forms, prepares requisitions and processes reference lab blood work in a timely fashion to ensure samples are ready for daily pick-up by lab personnel.

**VII. X-Rays**

**Weight 5%**

- Uses safety guidelines, wears proper protective equipment when taking x-rays.
- Positions the animal correctly for different views.
- Uses digital x-ray equipment according to guidelines.
- Enters information on x-ray computer and transfers images to viewer.
- Completes radiology procedures in a timely fashion, documents results in the medical record and provides images to doctors.

**VIII. Animal Restraint**

**Weight 5%**

- Performs various restraints for procedures needed to be done to the animal, making sure the safety of the animal and the doctor or technician performing the procedure is of primary concern.

**IX. Client Service**

**Weight 10%**

- Greets clients with a professional, courteous, friendly demeanor.



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- Discusses discharge instructions thoroughly with client, goes over medications and instructions, recommends recheck or other visits and verbally communicates doctor recommendations.
- Discusses diet, medications, and various treatments recommendations with client in a professional, compassionate and comfortable manner.
- Instructs and gives demonstrations to clients on how to administer sq fluids or give insulin injections.
- Performs call back phone calls to clients to follow up on patient progress after surgery and dental procedures, or any other illnesses then reports patient and/or client concerns to doctors. Call-backs are performed in a timely manner with documentation of all conversations and voice mail messages in the patient record
- Records conversations in medical records.
- Keeps reception area, lobby, and exam rooms neat and tidy.

**X. Computer Skills**

**Weight \_10\_ %**

- Knows how to navigate within practice management software to perform needed tasks and records in medical records.
- Enters charges, prints lab requisition forms, enters and prints prescriptions, schedules appointments.
- Makes copies of x-ray files to disc, emails x-ray files.

**XI. Marketing and Development**

**Weight \_5\_ %**

- 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