



WASHINGTON HEIGHTS
VETERINARY CLINIC

JOB DESCRIPTION: VETERINARY ASSISTANT

POSITION SUMMARY

The Veterinary Assistant supports the veterinarians, veterinary technicians and receptionists in all duties of the hospital, and ensures a comfortable and sanitary environment for all patients under treatment at Washington Heights Veterinary Clinic. The responsibilities vary with current needs of the hospital team, the season of the year, and the individual abilities demonstrated by the employee. This is an overview of the position and the duties listed do not encompass the entire position.

PRIMARY JOB RESPONSIBILITIES

Technical: 70%

Patient Care

- Ensure a comfortable and sanitary environment for all patients under treatment.
- Responsible for care of hospitalized patients and patients being seen by a doctor including but not limited to kennel upkeep, patient exercise, feeding, medicating, shaving, and all assigned patient care related tasks.
- Properly and safely restrain patients, reliably and with compassion to prepare for procedures performed by technicians and/or doctors. **Is conscious of patient comfort needs.**
- Observe patients throughout the day for signs of illness, parasites and disease control, assessment of change in patient status. Report any abnormalities or concerns to the veterinarian in charge or day admission technician.
- Under the direction of a veterinarian, administer oral medications.
- Assist with nail trimming, ear cleaning, expressing anal glands, and dipping procedures.
- Correctly administer medication which the doctor has prescribed.
- Prep patients for surgery, assist when needed.
- Assist with the operation of the anesthesia machine and other applicable equipment.
- Assist in radiology.
- Prepare surgery packs and cutting surgery drapes.
- Clean and autoclave syringes, needles and other surgical instruments. Thoroughly clean autoclave per hospital schedule.
- Assist the Veterinary Technician, who is responsible for dental cleanings, during dental cleanings.
- Understand proper medical record keeping, how to invoice, and how to record notes in patient files
- Follow OSHA regulations.

Inventory

- Unpack deliveries, reconcile against packing slip, restock supplies
- Alert day admission technician of special order medications arrival so client may be contacted
- Restock shelves and drawers in exam rooms and treatment area with necessary supplies
- Assist with maintaining proper levels of drugs, medical supplies, cleaning, and office supplies

Hospital Maintenance: 25%

- Clean exams rooms after each visit and prepare for the next client and patient. Ensure supplies are always available and adequately stocked in exam rooms and treatment room.
- Prepare and sanitize surgery suite, treatment area, isolation ward, and all kennels used by patients here for treatment. Clean and maintain holding areas.
- Properly maintain equipment according to maintenance schedule.
- Work well with all employees and ensure that your actions support the hospital, the doctors, and the medicine that we practice.
- Perform other duties as assigned.

Client Service: 5%

- Function as liaison between technician and client during some technician appointments
- Assist CSRs with outpatients and hospitalized patients from admission to discharge with clerical and administrative work, including knowledge of patient folders, vaccine schedules, proper phone call etiquette, and other front desk procedures.
- Communicate with pet owners using a professional, cheerful, and helpful attitude, using knowledge of preventative health care recommendations to accurately answer questions and relay doctor's or technician's information.

CONTROLS OVER WORK

The Veterinary Assistant works under Lead Veterinary Technician, the Practice Manager or the Veterinarians who provide continuing or individual assignments indicating generally what is to be done, limitations, quality and quantity expected, deadlines and priority of assignments. The practitioners provide additional, specific instructions for new, difficult or unusual assignments in animal health care, including suggested work methods or advice on source materials available.

The veterinary assistant uses initiative in carrying out recurring assignments independently without specific instructions, but refers deviations, problems, and unfamiliar situations not covered by instructions to the practitioner for decision or help. Management assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments, if the veterinary assistant has not previously performed similar assignments.

Direct guidance/supervision of and reports to: Lead Veterinary Technician, Veterinarians, and Practice Manager

REQUIRED EDUCATION, SKILLS, AND KNOWLEDGE

Education

- High school diploma or equivalent
- Formal or on-the-job training as a veterinary assistant
- CVA III

Skills

- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- Critical thinking - Understanding logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Exhibit strong problem solving and an organized approach to the position.
- Ability to remain calm in the face of various types of stressful situations, not allowing emotions to overwhelm attitude and/or performance
- Ability to foster positive work environment for colleagues and clients
- Ability to effectively communicate

Knowledge

- Knowledge of the instruments, materials, and standardized procedures used in the full variety of treatments to make preparations and provide “tableside” assistance.
- Knowledge of principles and processes for providing client and personal services. This includes client needs assessment, meeting quality standards for services, and evaluation of client satisfaction.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of the procedures used for receiving, treating, and scheduling patients, for ordering medical supplies, and requesting laboratory tests.
- Knowledge of the use, care, and storage of veterinary instruments, materials, and equipment.
- Knowledge of sterilization techniques to sterilize various instruments and materials.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Amount of Time Spent on Task

Task	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stand				X
Walk				X
Sit			X	
Use hands to finger, handle, or feel				X
Climb or balance			X	
Stoop, kneel, crouch, or crawl			X	
Talk or hear				X
Taste or smell			X	

The job requires the following lifting requirements and/or exerted force be performed on the job:

Amount of Time Spent on Lifting Amounts

Lifting Amount	None	Less than 1/3	1/3 to 2/3	More than 2/3
Up to 10 pounds				X
Up to 25 pounds				X
Up to 50 pounds				X
Up to 100 pounds		X (with assistance)		
More than 100 pounds		X (with assistance)		

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust to focus.

WORK ENVIRONMENT

While performing the duties of this job, the employee is exposed to hazards associated with aggressive patients; hazards associated with infected animals and controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches and animal wastes; possible exposure to contagious diseases.

ESSENTIAL FUNCTIONS:

- Receive, handle and treat patients with skill, compassion and care including: accurately recording medical observations and accurately carrying out treatments or assigned duties.
- Ability to clean and sanitize treatment as assigned to ensure a safe, sanitary environment for the patients.
- Accurately administer medications under the supervision of a doctor.
- Accurately and timely input data into computer software system.
- Ability to observe animal appearance and activity for general physical condition, obvious signs of illness, disease and discontent.
- Regular attendance and timeliness are an essential function in order to fulfill the requirements of this position.
- Strong communication and client service skills. Considerable tact and diplomacy is required. Ability to work with clients and patients in a professional, friendly, hospitable manner.
- Work well with all team members and ensure that your actions support the hospital, the doctors, and the practice philosophy.
- Perform general physical activities that require bending, standing, stooping, moving from room to room, sit, talk, and listen; may be required to walk or stand for long periods of time; will use hands to manipulate, handle, or feel; will reach with hands and arms.
- Frequently lift, carry and handle dogs weighing 50 lbs.