



TEAM LEAD VETERINARY TECHNICIAN

INTRODUCTION

The Technician Team Leader trains, supervises and assists technicians to plan, coordinate and perform a variety of duties concerned with animal health and client education, and to promote Washington Heights Veterinary Clinic. This position also encompasses all the duties of the veterinary technician. The Technician Team Leader is under the direct guidance and supervision of the Hospital Administrator and Veterinarians.

PRIMARY JOB RESPONSIBILITIES

- Train, supervise, and assist the veterinary technicians in their performance of a variety of technical and client education duties that facilitate the work of the practitioners, and the veterinary practice manager who directly or indirectly provide patient care.
- Ensure that the hospital and its employees are in compliance with federal and state animal health laws and regulations including OSHA and DEA. Inform the practice manager and/or veterinarian in charge of any regulatory issues.
- Exhibit a technical knowledge of products and medications sold, including dietary products. Demonstrate the ability to explain and educate clients on products and answer their questions regarding product purchase/use.
- Create employee schedules that align with doctor, team, surgery and outpatient needs while monitoring overtime and payroll costs. Make arrangements to cover shifts by either seeking coverage by technical team or covering shifts yourself.
- Make recommendations to the practice manager concerning personnel matters, disciplinary actions and follow through.
- Provide guidance and direction to subordinates, including setting performance standards and monitoring performance. Conduct timely performance evaluations, mediate interpersonal problems and address concerns from Technicians and Exam Room Assistants.
- Conduct weekly departmental meetings and schedule in-service meetings as deemed appropriate and necessary.
- Perform Technician responsibilities as outlined in the Veterinary Technician job description and below:
 - Obtain and record patient histories.
 - Collect specimens and perform routine laboratory procedures and tests in hematology, biochemistry, chemistry, microbiology, urinalysis, and serology to assist in the diagnosis and treatment of animal health problems.
 - Dispense and administer medications, vaccines, serums and treatments as prescribed by veterinarians.
 - Administer fluids and blood products as prescribed by the veterinarian.
 - Administer and monitor anesthesia under the direction of a veterinarian.
 - Provide specialized nursing care for injured or ill animals.
 - Prepare patients, instruments and equipment for surgery.
 - Assure that monitoring and support equipment such as anesthetic machines, cardiac monitors, scopes and breathing apparatus are in good working condition.

- Assist in diagnostic, medical and surgical procedures using a range of high-tech diagnostic equipment including electrocardiographic, radiographic and ultrasonographic equipment.
- Take and process radiographs.
- Communicate with and educate owners.
- Maintain knowledge of preventative healthcare recommendations in order to answer client questions, provide education on vaccines, flea and heartworm products, and assist in marketing veterinary services from which their pet would benefit, such as a dental cleaning, senior wellness, spay and neuter and boarding.
- Educate clients on products and medications sold including dietary products and answer questions regarding product purchase/use.
- Clean, maintain and sterilize instruments, equipment, and materials.
- Work well with all employees and ensure that your actions support the hospital, the doctors, and the practice philosophy.
- Perform other duties as assigned.

CONTROLS OVER WORK

The Veterinary Technician Team Leader works under the direct supervision of the Practice Manager who will indicate general assignments, limitations and priorities. The Technician Team Leader uses initiative in carrying out recurring assignments independently without specific instruction, but refers deviations, problems, and unfamiliar situations not covered by instruction to the practitioner for decision or help. Completed work is reviewed for technical accuracy and compliance with established procedures. The practitioners assure that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Administrative supervision may be provided by the Practice Manager.

SKILLS AND KNOWLEDGE

- Recognize and assist in solving professional, administrative and supervisory problems in assigned area. Position exercises considerable judgment in applying professional knowledge in solving animal care problems within established policies and practices and is reviewed by the supervisor through conferences, reports and observation of results obtained.
- 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.
- Knowledge of the instruments, materials, and standardized procedures used in the full variety of treatments to make preparations and provide “tableside” assistance.
- Strong communication, leadership and motivation skills. Has the ability to effectively solve problems dealing with staff conflict to personnel issues and performance. Has the ability to direct, guide and assist a group of individuals.
- 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.
- Critical thinking - Understanding logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

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.

Follow federal and state animal health laws and regulations including OSHA and DEA.

ESSENTIAL FUNCTIONS:

- Train, supervise, and assist technicians in their performance of a variety of technical and client education duties.
- Provide guidance and direction to subordinates, including setting performance standards and monitoring performance. Conduct timely performance evaluations, mediate interpersonal problems and address concerns. Make recommendations to the practice manager concerning personnel matters and assist with follow through of disciplinary actions.
- Receive, handle and treat patients with skill, compassion and care including: monitoring during anesthesia, administering fluids, assisting in diagnosing, surgery and general and specialized nursing care.
- Accurately perform laboratory tests.
- Accurately dispense and administer medications and vaccines.
- Input data into computer software system.
- 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.