



Idaho Humane Society Job Description

Veterinary Assistant or Certified Veterinary Technician

The Idaho Humane Society is a community-supported open-door facility that provides shelter, medical care, adoption services, humane law enforcement services and much more to over 20,000 animals annually. Since its incorporation in 1945, the Idaho Humane Society has become one of the most recognized and beloved nonprofit organizations in the community.

Department:	Clinic
Classification:	Regular, non-exempt
Job Relationships:	Supervised by Vet Tech Supervisor
Salary:	DOE
Benefits:	Paid time off accrual, eight paid holidays, retirement plan, health insurance, dental insurance and supplemental insurance. All employees receive discounts on veterinary care and retail store pet supplies, as well as veterinary care credit and one free adoption annually.

Position Summary:

The purpose of this position is to assist veterinarians with patient care and treatment, monitor hospitalized pets, maintain inventory, prepare prescriptions, perform routine in-house lab work, educate clients regarding veterinary care and procedures and assist with surgical procedures. Our veterinary medical center is a fast paced and highly productive entity that serves the public as well as the animals in the attached shelter. Employees must be team players and promote the mission of the entire organization. Weekend availability is required.

Duties and Responsibilities

Client Communication:

- Communicate with clients regarding the medical status of their pet. Provide accurate information to clients concerning fees, hospital policies, etc. to clients concerning fees, hospital policies, etc.
- Education of clients and proper care for their pets, including basic health care, products and service they or their pets could benefit from.
- Instruct clients as to what they should do prior to bringing their pets in for procedures, how to care for their pets after discharge from the hospital, how to administer medications, etc.
- Demonstrate warmth, courtesy and professionalism in all interactions with clients.

- Knowledge from admission to discharge and cashiering out out-patient and hospitalized patients, patient folders, vaccine schedules, other front desk procedures in order to assist receptionists.

Animal Handling

- Restrain animals in a safe, efficient and compassionate manner during examinations and procedures.
- Assist with moving animals throughout the hospital. Cage and remove animals as needed.
- Exercise compassion and care in all interactions with patients. Know how to properly handle difficult or contentious animals.

Assist Veterinarians / Exam Room Protocol

- Follow established procedures in order to assist veterinarians with examinations and facilitate the flow of clients and patients through the out-patient clinic. Consult with veterinarians on a daily basis to plan each day's activities. Keep doctors apprised of potential problems, discussions with clients and the overall flow of urgent and emergency cases.
- Review medical records and notes made by the admitting receptionist in order to discern the nature of the visit and any tests or procedures that may be needed.
- Greet clients and escort them and their pets into an exam room. Place the patient on the exam table and prepare for the doctor to enter the room. Obtain base information (weight, temperature, etc.) on the pet.
- Discuss with the client the reason for the visit, any symptoms or problems being experienced, and any procedures that may need to be done (i.e. vaccinations, fecal or heartworm tests, etc.). Utilize a pre-exam checklist to ensure that all medical needs are covered.
- Obtain any lab samples that may be needed from the pet. Utilize a fecal loop when necessary. Anticipate and prepare any medications or vaccines the doctor will need to treat the patient.
- Notify the veterinarian when patients in the exam room are ready to be seen. Advise the veterinarian of the information already known such as the nature of the visit, preventive procedures due, tests that are to be run, etc. Assist the veterinarian within the exam room by restraining the animal, preparing forms, obtaining instruments, etc. Remain in the exam room until excused by the doctor.
- Perform any lab work that may be needed or make sure that lab work is performed by another team member while the patient is still in the exam room.
- Ensure all procedures rendered during the visit are documented for proper billing. Ensure that all vaccinations, procedures, notes, etc. have been documented in the medical record.
- Escort the client and patient to the front desk and give the medical record and patient visit form to the receptionist for client receipting. Prepare and clean the exam room for the next visit.

Laboratory Procedures and Radiographs

- Accurately perform routine in-house laboratory procedures. Appropriately prepare and handle specimens.
- Prepare specimens for outside laboratory. Obtain results from the lab over the phone, fax or email and forward to doctor. Ensure that clients have been notified of the results and assist in scheduling any additional treatment necessary. Record all necessary information in the lab notebook.
- Monitor lab supplies and notify inventory manager when lab supplies are needed.
- Properly, label, take and maintain radiographs following proper safety procedures.

Veterinary Procedures

- Perform routine suture removals, nail trims, and weight checks. Apply bandages and splints.
- Sterilize instruments.
- Prep patients for procedures.

- Give injections as directed - intravenous, intramuscular and subcutaneous.
- Examine patients for fleas, skin problems, and other obvious problems.

Marketing and Client Education

- Educate clients regarding preventive medicine and vaccination requirements. Recommend laboratory procedures, such as pre-anesthetic profiles, fecals, urinalysis, heartworm checks, FeLV testing, etc.
- Promote the organization's products, programs and services. Educate clients about products appropriate for their pet's condition.
- Give clients handouts and educational materials to take home to further their understanding of veterinary issues.

Preparing Medications

- Accurately dispense prescription medications. Prepare prescription labels and appropriately package medications.
- Document controlled drugs in the appropriate log anytime a controlled drug is used.
- Ensure that medications are added to the patient's record and appropriately charged to the client.

Safety

- Follow OSHA guidelines concerning safety and handling of hazardous materials.
- Follow established hospital safety guidelines regarding radiographs, controlled drugs, animal handling, etc.

Physical Plant Maintenance

- Clean and straighten exam rooms, treatment and lab areas. Restock exam rooms with supplies as needed. Assist other staff members to keep the public areas of the practice clean and well maintained.
- Clean and maintain all medical equipment as required.
- General cleaning of public and employee areas, building and yard maintenance to maintain clean, odor-free, and attractive environment; housekeeping and laundry duties for all areas.
- Unpacking, labeling and stocking of hospital supplies, ordering, purchasing and stocking of cleaning and office supplies

Surgical Assistance

- Provide support to the surgical team by coordinating, preparing and participating in surgical and post-surgical monitoring.
- Assist veterinarians during surgical procedures.
- Administer intravenous fluid therapy, monitor vital signs and oxygen saturation. Place and maintain a urinary catheter.
- Transport animals to other areas of the hospital, fill post-surgical prescriptions, assist in entering charges, and other various duties related to surgery.

Hospitalized Patient Care

- Ensure that each hospitalized patient has a treatment chart and that all treatments and observations are properly recorded. Know who the patient's doctor and technician are so you can communicate with them regarding patient care.
- Assist with morning rotations of animals in kennel as needed. Ensure that all animals receive needed medication. Treat routine surgical patients from the previous day. Maintain any treatments requested by the doctor and document all services rendered.

- Care of boarding and hospitalized animals including cage cleaning, exercising, feeding, observation for signs of illness, parasites and disease control, laundry, bathing and dipping procedures, keeping animals clean.

Veterinary Knowledge

- Exercise appropriate veterinary medical knowledge. Utilize in-house educational materials and continuing education provided by the hospital.
- Exercise knowledge of the hospital's programs, products and services.
- Attend and actively participate in "lunch and learns" and other client education programs.
- Maintain state-required continuing education requirements.

Qualifications

- Required:
 - Prior experience in animal care.
 - Excellent interpersonal and organizational skills, as well as the ability to work well in a fast-paced environment and handle multiple tasks at once.
 - Strong communication skills and ability to maintain a positive and professional demeanor with clients, patients, and other staff members.
 - Knowledge of basic veterinary practices, procedures and terminology.
 - Must have patience with frightened animals and basic understanding of animal behavior, while working with all species without bias.
 - Demonstrate initiative and teamwork in everyday duties by seeking other work to do during slack times, assisting other employees within the practice, and filling in for other employees as needed.
 - Sincere interest in IHS mission and vision.
- Desired:
 - Prior experience as a veterinary technician.
- Education/Training
 - High school diploma/ G.E.D.
 - Education equivalent to two years of college (pre-veterinary curriculum) or Licensed Veterinary Technician, three years of recent experience in veterinary practice with increasing responsibilities, or technical school training preferred.

Working Conditions

Work is performed in an animal shelter and animal clinic. Potential for exposure to environmental factors such as temperature variations, high noise levels, zoonotic diseases, animal waste, hazardous chemicals or chemical materials requiring OSHA Material Safety Data Sheets, anesthetics, sharp objects and potential hostile persons and/or dangerous and fractious animals.

Mental, Physical and Communications 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.

- Ability to stay standing or active during entire shift.

- Ability to lift and carry objects and animals of moderate to heavy weight.
- Ability to lift, bend, stop, kneel, crouch, push and other strenuous activities.
- Requires treating people and animals in a pleasant, courteous and professional manner.

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an “at-will” relationship.

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