

# CARING ANIMAL HOSPITAL JOB DESCRIPTION

## Associate Veterinarian

### CORE VALUES

Collaboration: working with and learning from clients, coworkers, and peers while keeping an open mind, to achieve our vision.

Courtesy: treating clients, coworkers, and peers with kindness and caring

Accountability: taking full responsibility for the quality and success of our commitments and keeping an ownership mentality

Advocacy: supporting and defending our patients' best interests, on their behalf

Hospitality: friendly and generous attitude with our clients, coworkers, and peers

Helpful: eager to provide assistance to our clients, coworkers, and peers

### Vision Statement:

Caring Animal Hospital strives to set the precedence for quality and innovative veterinary medicine while providing outstanding client relations.

### Mission Statement:

Happy Pets. Caring People. Quality Medicine.

### Position Overview

Performs a full range of professional veterinary duties, including but not limited to diagnosis, treatment, and surgery. Considerable independent judgment is used to make decisions in carrying out assignments, having a significant impact on service.

Veterinarians may function as lead workers or senior workers.

Must be able to withstand unpleasant odors and noises. May be exposed to bites, scratches, animal waste, and contagious diseases.

### Requirements

- State of MI veterinary license and pharmacy license
- Doctor of Veterinary Medicine degree at accredited university
- Maintain up to date DEA, PLIT, and required continuing education
- Knowledge of spelling and meaning of commonly used veterinary medical terminology and procedures
- Ability to properly restrain patients, and explain proper restraint to other employees modeling Fear Free Protocol
- Ability to complete assigned tasks in the time allotted without direct supervision
- Demonstrate ability to show empathy toward clients and treat animals with respect and compassion
- Excellent interpersonal communication skills
- A commitment to outstanding client service
- Ability to lift objects weighing 40 pounds without assistance and objects weighing more than 40 pounds with assistance
- Ability to stay on task and work energetically for entire shift, sometimes exceeding 10 hours per day
- Ability to maintain clear and accurate records and to charge clients for all products and services rendered
- Knowledge of computer system, appropriate invoicing, and product names
- Fostering an environment to encourage continued learning and development of skills for staff
- Delegating tasks to support staff when indicated

- Demonstrate efficient technical, surgical, dental, and procedural skills
- Maintain open communication with other doctors and management regarding ideas, concerns, planning, etc.

### **Reporting Structure**

Directly reports to Practice Owner

### **Primary Responsibilities**

#### ***Leadership and Management***

- Follows the established rules, mission, and policies that govern the normal operation of the hospital.
- Communicates the practice's objectives to the team. Motivates staff and helps build and maintain morale. Maintains core values and standards.
- Demonstrates "take-charge" capabilities. Takes an active role in hospital staff meetings.
- Promotes a cooperative working environment. Understands the value of teamwork, and enthusiastically and willingly performs as necessary to help the hospital function as a unit.
- Takes an active role in determining personal & practice productivity supporting both internal and external marketing efforts.
- Must have a reasonable understanding of overhead costs and be willing to recommend and implement ideas that increase profitability.
- Assist in the development of innovative protocols, techniques, and medical advancements
- Demonstrates problem solving skills to increase efficiency and success of the hospital

#### ***Patient and Client Care***

- Performs routine medical examinations, selects appropriate and cost-effective diagnostic procedures, and establishes appropriate therapeutic protocols with most current medical standards in mind.
- Performs routine and specialized dentistry & surgery. Asks for advice or assistance when necessary.
- Recommends and uses medically appropriate and cost-effective laboratory testing to assist in establishing diagnosis. Possesses knowledge to interpret these tests properly.
- Establishes thorough and accurate treatment plans.
- Treats animals humanely and shows compassion and concern for patient well-being.
- Uses time efficiently staying on time with appointments.
- Utilizes most ethical decision making skills

#### ***Client Relations***

- Actively listens to clients. Communicates clearly so clients understand treatment recommendations. Expresses empathy and compassion.
- Keeps clients satisfied. Communicates in such a way as to show clients that they have received good value for the cost of services rendered. Use visual aids when appropriate to explain points to clients.
- Demonstrates concern for the welfare of patients by following up with the clients.
- Willing to adjust communication style per clients' individual needs (i.e. disability, deafness, etc.)

#### ***Medical Records***

- Maintains accurate & thorough records. Uses SOAP templates for treatment plans and recommendations.
- Completes case records in a timely fashion.

#### ***Personal Conduct***

- Adheres to and is in support of all hospital policies, standards, and procedures, including but not limited to uniforms, grooming, smoking, and personal calls, as stated in the hospital procedures manual.

- Serves as a representative of the hospital, displaying courtesy, tact, consideration, and a positive attitude in all interactions with clients, patients, and other staff members.
- Demonstrates initiative in everyday duties by seeking other work during down times, assisting other employees, and filling in for other employees as needed.
- Adheres to the posted work schedule. Arrives for work promptly and begins work at the start time.
- Follows hospital policies for reporting lateness or absences.
- Organizes work area and exercises time-management skills to maximize personal efficiency.
- Prioritizes tasks and handles multiple tasks in a calm, organized manner.
- Develop and follow a specific plan to meet continuing education requirements & stays up-to-date on new developments in veterinary medicine.

***Additional Duties***

- Attends departmental and staff meetings.
- Attends quarterly doctor's meetings.