



THE IRISH BLUE CROSS
ANIMAL WELFARE CHARITY

JOB DESCRIPTION

Job Title: Mobile Clinic Services Assistant for Maternity Cover
Based: The Irish Blue Cross, 15A Goldenbridge Industrial Estate, Inchicore, Dublin 8
Responsible to: Mobile Clinic Co-Ordinator and Head of Veterinary Services

Job Summary:

The Irish Blue Cross is currently recruiting for maternity cover for the position of Mobile Clinic Services Assistant (27.5 hours per week). The Mobile Clinic Services Assistant plays a vital role in the daily activities of The Irish Blue Cross and he/she will be responsible for the daily operational aspects of the Mobile Veterinary Units (MVU's) and will act in a support role to the Mobile Clinic Services Co-ordinator and the Head of Veterinary Services. The successful candidate will be hard working, diligent and conscientious and he/she will have excellent organisational skills.

Key Duties & Responsibilities:

MVU operational duties:

- Daily cleaning of the MVU's in accordance to infectious control protocols and in compliance with hygiene and disinfection procedures
- Daily check of MVU to ensure a neat and tidy environment (including display boards, signage and paperwork)
- Inventory management; undertaking a daily stock check and replenishing of medication, equipment and paperwork on the MVU
- Daily cash count from previous evenings clinic and Inchicore cash donations; accurately logging on the lodgement ledger in accordance with internal procedure
- Input client and pet details onto computer system from the previous evenings clinic
- Generate reports on MVU client/pet data
- Undertake cash handling and bank lodgement duties in accordance with insurance and security procedures
- Booking appointments for the clients attending the Mobile Clinics
- Assist checking and unpacking any deliveries as required
- Assist clinical staff in Inchicore with daily laundry, cleaning etc.

Reception cover & other duties:

- Provide Reception cover for morning break and lunch break as required. Responsibilities include answering the telephone, scheduling appointments, preparation and maintenance of client records, financial transactions, filing and general front office duties
- Ensure neat and appropriate stock storage and assist with periodic and annual stock takes
- Provide holiday cover for Mobile Clinic Services Co-Ordinator as required including covering the Mobile Clinic mobile phone in the evening time
- Adhere to Health & Safety standards notifying the Health & Safety Officer of any issues or hazards arising
- Adhere to clinic hazardous material protocols
- Attend Health & Safety, Data Protection and other relevant training sessions
- Assist and support the manager, staff and volunteers in achieving the overall aims of the organisation

Essential Qualities and Competencies:

- Professional and ethical
- Good communication skills both oral and written - essential for dealing with clients and working as part of a team
- Good computer skills including accurate data entry
- Good time management skills with the ability to work to deadlines and to organise and prioritise workloads
- Ability to use initiative
- Good attention to detail
- Good work ethic and willingness to learn
- Friendly manner, excellent telephone manner and commitment to providing excellent customer service
- Ability to follow direction and comply with Health & Safety and Security & Insurance requirements and protocols
- An ability to learn and understand medical terminology and procedures
- Experience working with animals or in a veterinary setting

Desirable Criteria:

- Relevant QQI/FETAC course
- Experience with cash handling procedures
- Experience in a reception environment

Contract terms and conditions:

The hours of work are 9am-3pm, Monday to Friday. This includes a half hour unpaid break. The role may have some extra hours in the evening and on weekends. A flexible approach to working hours is required.

Salary: Commensurate with experience

How to apply for this position

To apply please send your CV and cover letter in the strictest confidence to:

una.otoole@bluecross.ie

The closing date for applications is Thursday 6th August, 2020

The Irish Blue Cross is an equal opportunities employer.

This job description is intended to outline key duties and responsibilities for this position. It is not intended to be an exhaustive list of all duties, responsibilities and activities required.

About the organisation

The Irish Blue Cross is an animal care charity (Registered Charity No. 20007959), founded in Ireland in 1945, well known for the provision of pet care amongst the least well off pet owners in the Dublin region. Our teams deliver in the region of 27,000 veterinary treatments and procedures annually at our ten mobile veterinary clinics and the main Inchicore Clinic. Our vets ensure pets are restored to best health and receive the preventative care they require to prevent disease.

The Irish Blue Cross horse ambulance service operates at all Irish race meetings and at main equestrian events such as the RDS Horse Show, Ballindenisk and Tattersalls International Horse Trials each year. Our operatives work closely with veterinary officers to assist horses that become injured or require assistance during the course of racing or eventing.

The Irish Blue Cross operates its main office and small animal facilities at 15A Goldenbridge Industrial Estate, Inchicore, Dublin 8.