



THE IRISH BLUE CROSS

A N I M A L W E L F A R E C H A R I T Y

HEAD NURSE JOB DESCRIPTION

JOB TITLE: Head Veterinary Nurse

BASED: 15A Goldenbridge Industrial Estate, Tyrconnell Road, Inchicore, Dublin 9

RESPONSIBLE TO: Head of Veterinary Services (HOVS)

SUMMARY OF ROLE

The Head Veterinary Nurse will work closely with the HOVS to ensure the effective delivery of the Veterinary Nursing Services at The Irish Blue Cross. This will be achieved through leading the nursing team and managing key aspects including training, development, performance and appraisals. The post holder will also ensure that a culture of respectful high level customer service is provided and that all animals under the care of The Charity receive gold standard care.

DUTIES AND RESPONSIBILITIES

Professional responsibilities:

Maintain professional nursing standards in line with Veterinary Council of Ireland (VCI) guidelines.

Provide direct nursing care of patients demonstrating professional awareness and accountability in care given.

Liaise with the Veterinary Surgeons and Reception staff to plan the daily procedures list.

Manage the nursing team rota according to service needs anticipating when clinical activity increases/decreases, managing the forward planning of absences. Authorise, record and monitor holidays/days in lieu/return to work/absence.

Provide consistent, clear, clinical and professional leadership and mentoring for all nursing staff.

Plan, provide and monitor induction for all new nursing and auxiliary staff.

Plan, provide and monitor ongoing training and mentoring of all nursing and auxiliary staff.

Ensure efficient flow of patients through the clinic.

Maintain the clinic to the highest safety and hygienic standards.

Ensure Controlled Drug Records (CDRs) are maintained and compliant.

Management Responsibilities:

Ensure nursing protocols and procedures are maintained to current best practice and gold standard standards. Update protocols and procedures as required to improve efficiencies and standards.

Identify service and policy development changes needed to ensure continued excellent patient care, customer service and implement any updates/changes required. Ensure continued implementation of these changes.

Oversee reporting and monitoring of sickness and absence of the nursing team in line with IBC policy and ensure that the team have a full understanding of the policy.

Responsible for planning and delivery of regular nurse meetings.

Identify training needs of all nursing team members and liaise with HOVS and CEO to appropriate resources for these training requirements.

Provide all nursing staff with regular performance feedback.

Conduct annual appraisals of nursing team members.

Nurture, build and maintain a committed and motivated team spirit among the nursing staff, leading by example.

Oversee the training of nursing students on clinical placement.

Address any disciplinary or grievance issues that arise within the nursing team in the first instance.

Assist and support HOVS and CEO with any projects, initiatives, and policy developments at the clinic.

Responsible for ensuring effective stock management and control and assisting in undertaking of stocktakes.

Work with the HOVS and CEO ensuring nursing budgets reflect the needs of the clinic and are well managed.

Infection Control:

All staff working at The Irish Blue Cross have an obligation to reduce hospital acquired infections. The Head Nurse is responsible for ensuring that all clinical and auxiliary staff are adhering to all cleaning, disinfection and scrub protocols.

Monitor and update as required all cleaning protocols for the entire clinic ensuring the highest standards are maintained at all times.

Ensure surgical prep protocols are in standard with the latest recommendations and guidelines and that these are adhered to by all staff at all times.

General Nursing Duties:

Adhere at all times to the Veterinary Council of Ireland Code of Professional Conduct for Veterinary Nurses.

Carrying out nurse clinics for post operation checks, weigh checks and pre neuter checks.

Carry out microchipping.

Carrying out surgical nursing duties such as admitting patients, carrying out pre-anaesthetic checks, taking pre-anaesthetic bloods, placing intravenous catheters, calculating and administering pre-anaesthetic medicines, anaesthesia monitoring and monitoring patients in recovery

Carrying out in patient care including patient monitoring, fluid set up and calculation and drug administration.

Maintain excellent patient records compliant with General Data Protection Regulations. Providing excellent case hand over to colleagues.

Triaging emergency cases arriving at the clinic.

Promoting and implementing the Charity's policies in all aspects of work.

Assisting with a wide range of veterinary duties, as the need arises, in co-operation with the HOVS.

Open up and close up in line with the Charity's opening and lock up policies.

Adhere to The Irish Blue Cross Health and Safety, hygiene, cash and security policies.

Assist reception taking payments, dealing with customers and taking payments as and when the need arises.

Assisting all staff members in their roles as and when the need arises.

Participate in training, continued professional development and other training such as Health and Safety, Fire Safety and First Aid.

Assist in the cleaning of all areas of the clinic.

ESSENTIAL QUALITIES AND COMPETENCIES

RVN qualification with 5+ years' experience.

Professional and ethical Veterinary Nurse with excellent leadership skills.

Excellent effective communication skills both written and oral.

Excellent organization skills and an ability to multitask.

Excellent customer service skills.

Emotional intelligence required including the ability to show empathy and compassion.

Responsible and hard working.

Ability to follow direction and comply with the Charity's policies.

ADDITIONAL DESIRABLE CRITERIA

Previous experience in a Head Veterinary Nurse Role.

Previous experience customer facing in small animal practice.

Additional qualifications.

CONTRACT DETAILS

Salary: Commensurate with experience

Additional Benefits: VCI fees covered. VDS fees covered. Additional 3 days lieu time for days worked between Christmas and New Years. Sick pay provided after probation is passed. Additional annual leave for long service of 5+ years. On site parking.

Working Hours: 40 hours per week

APPLICATION PROCESS

To apply for this position please send your CV and cover email to chris.conneely@bluecross.ie

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 Irish Blue Cross

The Irish Blue Cross is a registered animal care charity (Registered Charity No. 20203128), 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 15,000 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 and Millstreet International Equine Events 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, Tyrconnell Road, Inchicore, Dublin 8, D08 EY92.