



JOB DESCRIPTION

JOB TITLE: Veterinary Services Co-ordinator

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

RESPONSIBLE TO: Head of Veterinary Services (HOVS)

SUMMARY OF ROLE:

The Veterinary Services Co-ordinator is a support role to the HOVs for the effective delivery of The Irish Blue Cross veterinary services.

The post holder will:

Manage the day-to-day operations of the Charity's Mobile Veterinary Service and contribute to its overall planning and development.

Supervise, train and provide back-up to Mobile Clinic Assistant role. Recruit, train and develop the Mobile Clinic team and establish and maintain a rota system. Ensure that a culture of respectful high level customer service is provided by all the team and that patients under the care of The Irish Blue Cross receive gold standard care.

DUTIES AND RESPONSIBILITIES

Professional responsibilities:

Contribute to maintaining professional nursing standards throughout the Charity clinics in line with Veterinary Council of Ireland (VCI) guidelines.

Work closely with the HOVS to ensure the effective running of the Mobile Clinic Service.

Supervise and liaise with the Mobile Clinic assistant to ensure the service provided is of the highest quality.

Manage the Mobile Clinic team rota according to service needs anticipating when clinical activity increases/decreases, managing the forward planning of holidays or absences.

Ensure Mobile Clinic Veterinary Surgeons are registered with the VCI and set up VDS cover as required for them.

Plan, provide and monitor induction for all new Mobile Clinic Veterinary Surgeons and Volunteer Drivers.

Provide support to the HOVs in the recruitment of Veterinary Surgeons and Drivers of the Mobile Clinic Service and nurses for The Inchicore Clinic.

Plan, provide and monitor ongoing training and mentoring of all Mobile Clinic Veterinary Surgeons and Volunteer Drivers.

Ensure that the Mobile Clinic Veterinary Units are maintained to the highest safety and hygienic standards.

Ensure Controlled Drug Records (CDRs) are maintained and compliant and conduct weekly checks to confirm compliance.

Management Responsibilities:

Ensure Mobile Clinic protocols and procedures are maintained and updated in line with best practice/gold standards to improve efficiencies and the standard of patient care and client service.

Act as the primary contact for the Mobile Clinic team including being available to take calls on the Service's mobile phone on three evenings while the Mobile Clinics are in operation.

Manage the maintenance of the fleet of trucks with service providers such as arranging annual servicing and CVRT, keeping records of all maintenance work carried out, ensuring vehicle tax and insurance is up to date, arranging for repair of defects to the vehicles reported by the drivers, keeping records of fuel purchase.

Report any incidents or accidents involving the trucks as soon as possible to the CEO along with completed incident report forms and photographic evidence if necessary.

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

Carry out stock ordering for both the Inchicore Clinic and the Mobile clinics.

Place orders for printed material (medication prescription envelopes, vaccination certs, business cards etc), stationery and janitorial supplies.

Ensure effective stock management and control of Mobile Clinic stock and assisting in undertaking of stocktakes.

Input and maintain incoming stock details into Teleos and ensure prices are correct.

Liaise with a range of suppliers and wholesalers for medicine orders ensuring good expiry dates and handling any errors or any other issues that may arise.

Meet with industry representatives with HOVS availing of the latest bonuses, discounts and rebates.

Maintain excellent Mobile Clinic Service records on the internal system for generating statistics reports to assist the CEO and Board.

Assist and support the HOVS with administrative aspects of the Inchicore Clinic as may be delegated.

Assist the HOVS and the CEO with projects, initiatives, policy developments and compliance requirements relating to the Clinics and the Charity generally

Infection Control:

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

Nursing General Duties:

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

Assist with general nursing duties in the Inchicore clinic as and when required.

As part of a team effort, encourage and maintain the keeping of excellent patient records on Teleos to ensure an efficient and high level of Customer Service and compliance with General Data Protection Regulations.

Provide excellent case hand over to colleagues.

Promote and implement the Charity's policies in all aspects of work.

Assist in the cleaning of all areas of the clinics as and when the need arises.

Administrative Duties:

Assist reception with client service duties, including taking payments and handling phone calls as and when the need arises.

Dealing with client complaints or grievances in the first instance.

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

Undertake continued professional development training and other training such as Health and Safety, Fire Safety, Manual Handling and First Aid.

Open up and close up the premises 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.

ESSENTIAL QUALITIES AND COMPETENCIES

Excellent organization skills and an ability to multitask.

Excellent effective communication skills both written and oral.

Strong database and IT skills.

Responsible and hard working.

Excellent customer service skills.

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

RVN qualification with 3-5 years of experience

Professional and ethical Veterinary Nurse with excellent leadership skills.

ADDITIONAL DESIRABLE CRITERIA

Previous experience in an administration role.

Previous experience customer facing in small animal practice.

Additional qualifications.

CONTRACT DETAILS

Salary: Commensurate with experience; aligned with the organisation salaries and annual budget.

Additional Benefits: VCI fees covered. VDS fees covered. Additional 3 days lieu time for days worked between Christmas and New Year. Additional annual leave for long service of 5+ years. Uniforms provided. On-site parking. Comfortable and spacious canteen.

Working Hours: 35 hours per week Monday to Friday 8AM - 4PM.

HOW TO APPLY

To apply for this position send your CV and Cover letter 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.