



THE IRISH BLUE CROSS

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

JOB DESCRIPTION

Job Title:	Clinic Services Assistant (10 months interim position)
Based:	The Irish Blue Cross, 15A Goldenbridge Industrial Estate, Inchicore, Dublin 8
Responsible to:	Clinic Services Administration Co-Ordinator, Head Nurse and Head Of Veterinary Services

Job Summary:

The Irish Blue Cross is recruiting an interim cover for the position of Clinic Services Assistant (35 hours per week). The Clinic Services Assistant plays a vital role in the daily activities of The Irish Blue Cross and they will be primarily 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 they will have excellent organisational skills.

Key Duties & Responsibilities:

Mobile veterinary units (MVU) operational duties:

- Daily cleaning of the MVU's in accordance with infectious control protocols and in compliance with hygiene and disinfection procedures
- Inventory management; undertaking a daily stock check and replenishing of medication, equipment and paperwork on the MVU
- 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
- Provide assistance to the veterinary team with cleaning of in-patient kennels
- Ensure neat and appropriate medical stock storage
- Assist with periodic and annual medical stock takes
- Assist with daily reconciliation of income from Mobile Clinics and cash handling procedures
- Input client and pet details onto CRM system
- 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
- Maintaining neat and clean office and canteen facilities as part of the team

This list of duties is not exhaustive, and other tasks will need to be undertaken during the role.

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:

- Recognised Animal Care Course (ACA)
- Relevant QQI/FETAC course
- Experience in a reception environment
- Experience with cash handling procedures

Contract terms and conditions:

The hours of work are 8am-4pm, Monday to Friday. This includes a 1 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: From €23,660 - €25,480

Our benefits:

- 25 Annual Leave Days
- Canteen facilities
- Free Car Parking
- Bike to Work Scheme
- EAP
- Sick Pay
- Annual Reviews
- Option to enter The Irish Blue Cross Staff Pension Scheme after one year. Employer contribution 6% of salary pa and employee contribution minimum 5% of salary pa.

How to apply

Please submit your CV with a covering letter highlighting your relevant skills and experience and why this position is suited to you.

Email: chris.conneely@bluecross.ie

The closing date for applications is Friday 23rd September 2023.

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 20,000 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 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, D08 EY92.

Our Core Values and What They Mean

Integrity. We act in an ethical, transparent, and honourable way.

Dynamic. We are ambitious and optimistic, striving for success.

Responsible. We are proud of our professionalism and hold ourselves accountable for the work we do.

Fair and Reasonable. We aim to be consistent and treat everyone equally.

Compassionate. We believe in showing respect and kindness and we aim to be supportive and caring in all that we do.

The Irish Blue Cross is an Equal Opportunities Employer