



## Job Description

Job Title: Clinic Administrative Co-Ordinator  
Based: The Irish Blue Cross, 15A Goldenbridge Industrial Estate, Inchicore, Dublin 8  
Reports to: Head of Veterinary Services

## Job Summary

The Clinic Administrative Coordinator is essential to the efficient operation of daily activities at The Irish Blue Cross. This role oversees all operational aspects of the Mobile Clinic Service and provides critical support for administrative, reception, and clinic functions. Working closely with the Head of Veterinary Services, the Coordinator supports clinic operations at Inchicore. The ideal candidate would be hardworking, detail-oriented, have strong organisational skills, and a strong commitment to supporting our mission.

## Key Duties and Responsibilities

### **Mobile clinic role**

- Coordinate day-to-day operations to ensure the effective running of the Mobile Clinic Service. This will include scheduling and maintaining a rota of vets, drivers, and helpers. Recruiting, supervising, and training the clinic assistants, drivers, and volunteers, and notifying the mobile clinic team of any updates or changes appropriately.
- Lead and supervise the clinic assistant with their daily tasks. Cover the clinic assistant during periods of leave.
- Have clear, effective, professional communication with the mobile clinic team and Inchicore clinical and management team.
- Ensure all vets are registered with the VCI and VDS.
- Cover the Mobile clinic mobile phone on a shared basis.
- Work with Head Nurse to efficiently order mobile clinic stock, and liaise with wholesalers regarding handling errors and returns.
- Check delivery notes with invoices, prepare, and assist the Finance office in keeping accurate records on the accounting system.
- Ensure mobile clinic protocols and procedures are created and kept up to date. Inform mobile clinic staff of any changes to these.
- Ensure the mobile clinics are maintained to the highest safety and cleaning standards, following the IBC H&S protocols.
- Work with the COO to schedule maintenance, services, and CVRT of the mobile clinics while keeping records of these requirements.
- Perform daily checks of the mobile clinics and report any problems to the HOVS/COO.

### **Reception**

- Provide cover for reception when needed, completing any reception tasks that need to be done.

- Assist with new client registrations and data capture where appropriate.
- Provide excellent customer care through professional client communication courteously and compassionately.
- Maintain client records and comply with GDPR regulations on Teleos.
- Input incoming stock and keep costs of items up to date on Teleos.
- Assist HOVS and CEO with generating reports on Teleos.

### **General Duties**

- Work with the head nurse and COO to complete ongoing stock takes and participate in stock control.
- Order stock such as stationery, leaflets, envelopes, janitorial stock etc.
- Contribute to cleaning of communal areas.
- Liaise with The COO and Head Nurse to plan and organise repairs and clinical waste disposal.
- Lead the reporting and recording of accidents and incidents.
- Act as the manual handling instructor to all staff.
- Adhere to the charity's policies and procedures.
- Demonstrate a flexible approach to working hours to ensure the clinic has cover at all times.
- Promote the positive reputation of the IBC within the organisation and wider community.

### **Essential Qualities and Competencies**

- Excellent communication both oral and written.
- National framework level 5, ECQ 4 or higher.
- Strong computer skills and the willingness to learn.
- Good time management and the ability to prioritise workloads.
- Ability to work independently in a proactive manner.
- Strong initiative with excellent self-motivation.
- Keen attention to detail.
- Friendly, approachable, and committed to delivering excellent customer service.
- Experience working with animals or in a veterinary setting.
- Experience in leading a team or colleagues.

### **Desirable Criteria**

- Recognised Animal Care Course (ACA).
- Relevant QQI/FETAC course or similar.
- Reception experience.

### **Contract terms and conditions**

The hours are 35 hours per week, typically 8 am – 4 pm. This includes a one-hour unpaid lunch break. The role may have extra hours needed on evenings and weekends, so a flexible working approach is essential.

### **Salary**

€30,000 to €34,000 DOE

### **Note**

This job description is not exhaustive of all duties and additional tasks may be required. 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.