

**Veterinary Care Assistant**

**GRADE 3**

**Job Purpose**

Deliver high standards of organisation and cleanliness within the Small Animal Hospital by performing routine cleaning and maintenance duties. Undertake daily animal care duties under supervision when required and provide a high standard of daily care to all patients.

**Main Duties and Responsibilities**

1. Day to day husbandry and care of animals using best practice techniques and standards of care. This includes prioritising the tasks that need to be done each day, being organised and problem-solving issues as and when they arise.
2. Ensuring all areas of the hospital, examination/treatment rooms, outside areas and isolation units are kept clean and tidy, understanding, and adhering to biosecurity protocols.
3. Perform basic patient monitoring including demeanour, temperature, pulse, respiration rate, capillary refill time and mucous membrane colour. Recognise abnormalities and know when to report changes to the veterinary nurse or clinician.
4. Ensure that feeding plans advised by clinicians are adhered to, making sure that overnight rations are prepared so that out-of-hours staff can feed accordingly. Monitor the feed intake of all patients.
5. Restraining animals with varying temperaments for clinical and nursing staff when performing various procedures. Understanding how to safely handle patients and use restraint methods appropriately. Preparing patients for surgical procedures and assisting with sample/data collection.
6. Perform basic practical and technical tasks including administering oral medication, disconnecting, and reconnecting intravenous fluids. Setting up equipment as required.
7. Adhere to hospital protocols to ensure high levels of hygiene are maintained in all areas of responsibility. Ensure health and safety guidelines are always followed.
8. Ensuring that all animals are appropriately identified and labelled on admission, including their belongings so they can be returned to clients on discharge.
9. Use a range of equipment including in-house laboratory analysers as required and accurately report results to more senior staff in charge of the case
10. Supervising students while they are handling patients to ensure Health and Safety protocols are being adhered to.
11. Any other tasks within the level of responsibility to their role as deemed suitable by their line manager.

**Qualifications**

Either: Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and skills in a similar role. Or: Scottish Credit and Qualification Framework level 4 in English and Mathematics (National 4) or equivalent and some experience of working in a similar role

**Desirable**

* Veterinary Care Assistant (City & Guilds Level 2) qualification.
* Veterinary Terminology (SCQF Level 3) qualification.

**Knowledge, Skills and Experience**

* Knowledge of animal husbandry (cats, dogs and exotics).
* Excellent animal handling skills to ensure safety of clients, staff and students.
* Evidenced ability to clean to a high standard.
* Good observation, interpersonal and communication skills.
* Evidenced ability to use initiative.
* Evidenced ability to work independently or as part of a team.
* Basic IT skills.
* Good organisational skills and an ability to prioritise work.
* Ability to be discreet and maintain confidentiality
* Use of initiative and judgement to resolve routine work problems independently, referring complex problems as appropriate
* Substantial & and relevant work experience in a kennel, cattery or veterinary environment

**Desirable**

* Experience of handling reptiles and exotics.