Job Description & Responsibilities – Veterinary Assistant

JOB TITLE: Veterinary Assistant/Medical Support Staff

Job Relationships: Veterinary Technician / Office Manager

Job Summary: Responsible for daily care of all surgical patients, assist doctors and technicians with surgical and anesthetic procedures, general housekeeping

Responsibilities:

General housekeeping

1. Perform daily cleaning of kennels, cages and public areas when necessary.
2. Stock prep room and operating room.
3. Spot clean throughout the day.
4. Clean prep room and operating room at the end of the day as needed.
5. Wash and sterilize all surgical packs throughout the day.
6. Clean the kitchen if needed.
7. Clean parking lot(s) if needed.
8. Other duties as assigned.

Patient Care

1. Triage all patients as they are checked in. Report health concerns to veterinary technician or attending veterinarian.
2. Restrain all patients during anesthesia induction and intubation.
3. Monitor all patients on gas anesthesia.
4. Prepare patients for surgery as instructed.
5. Transport patients from prep room to operating room.
6. Assist veterinarians in surgery as needed.
7. Keep all staff informed of animal behavior, health, or concerns.
8. Assist clients with necessary paperwork.
9. Monitor patients in recovery.

10. Provide excellent patient care. Promote a calm, compassionate, and professional work environment.

11. Other duties as assigned.

* **Demonstrates and promotes a strong commitment to providing the highest quality experience for our clients, volunteers, and fellow employees.**
* **Displays a compassionate and genuine commitment to our company’s mission; to end euthanasia of homeless, adoptable animals.**
* **Promotes responsible pet ownership, the importance of spay and neuter, safe post-operative procedures and a routine wellness program for all inquiries.**

Medical Support Staff Job Requirements

Client Education

1. Must be able to learn basic veterinary medical concepts including but not limited to vaccine protocols and anesthetic risks
2. Must also be able to communicate basic veterinary concepts to owners and be able to repeat information relayed by a veterinarian
3. Will be asked to take medical histories for surgical rechecks
4. Will be asked to communicate with the public on a daily basis in a professional manner

Animal Handling

1. Will be asked to handle (on average) 20 dogs and cats per day
2. Must be able to learn characteristics of animal behavior (for example: be able to identify aggressive or fearful behavior)
3. Must be able to use appropriate safety equipment for fractious or feral animals (will train) – the use of safety equipment is mandatory
4. Must possess excellent reflexes
5. Should be able to identify own limitations and be willing to ask for help
6. Must become proficient at animal restraint for various procedures

Physical Requirements

1. Must be able to work standing or sitting for 8 or more hours
2. Must be able to lift and carry up to 50 pounds repeatedly throughout the day with help
3. Must be able to bend and kneel repeatedly
4. Must be able to see fine detail in a variety of situations
5. Must have good hearing including ability to distinguish changes in pitch
6. Must have reasonable degree of agility to move through tightly cramped areas in various situations
7. Must have acceptable sense of touch and smell
8. Must have good range of motion in joints especially wrist, knees, elbows
9. Must have good range of motion in your back for instance twisting
10. Must be able to work in potentially extreme environmental temperatures
11. Must have acceptable sense of balance
12. Must be able to work and reach on hands and knees
13. Must be able to use a ladder and or step stool
14. Must possess excellent hand-eye coordination
15. May be asked to move large oxygen tanks
16. Must possess an acceptable degree of dexterity in hands and fingers
17. Must have good vision including peripheral vision, fine detail, distance, depth perception and ability to focus

Emotional/Mental Requirements

1. Must be able to work under stressful conditions and work efficiently and effectively under those conditions
2. Must be able to respond quickly to a variety of medical situations (with training)
3. Must be able to cope with death either due to surgical complication or euthanasia
4. Ability to rapidly and accurately process information
5. Ability to delegate tasks
6. Ability to recognize a need for assistance and ask for help
7. Ability to control instinct (for example: while restraining it is most often required to tighten grip and NOT release the animal when they begin to struggle)
8. Ability to make decisions
9. Ability to cope with frustrating situations and remain calm

Potential and Prolonged Exposures

1. Prolonged exposure to various aqueous solutions including but not limited to dish soap, chlorhexidine and spectra soap
2. Prolonged exposure to isopropanol, hydrogen peroxide
3. Potential exposure to formalin solution
4. Potential/Prolonged exposure to isoflurane gas
5. Prolonged exposure to quaternary ammonium cleaners and bleach
6. Prolonged exposure to pressurized steam
7. Potential exposure to sharps including needles and surgical blades

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