

Position Description

POSITION DETAILS	
Position Title	Veterinary Care Manager
Position Classification	Band 5
Department & Business Unit	Operations
Manager	Head of Operations
Organisational Context	RSPCA Victoria is a non-government, community-based, not-for-profit organisation whose vision is 'ending cruelty to all animals'. We are Victoria's best-known and most respected animal welfare organisation. Our organisation's purpose is, with the community, to achieve outstanding animal welfare through education, advocacy, and animal care and protection. RSPCA Victoria's values – clarity and accountability, respect and consideration, and expertise and collaboration – set clear expectations for all our staff and volunteers as they work together, and with the community.
Position Purpose	The Veterinary Care Manager is responsible for leading a team of staff and volunteers in the delivery of high quality veterinary care for private, shelter and Inspectorate animals in RSPCA Victoria's care.

POSITION RESPONSIBILITIES
• Manage, lead, train and develop a team of staff and volunteers to the highest levels of performance, engagement and job satisfaction. • Contribute to the development and implementation of the Veterinary Care and Operations business plan to deliver the required performance outcomes in accordance with broader organisational goals, and within budget. • Undertake a comprehensive review of the Veterinary Care function and develop an overarching strategy and operating model that delivers the animal welfare and commercial requirements of RSPCA Victoria vet clinics. • Develop and implement strategies to reduce the length of stay of animals in our care and improve animal welfare outcomes, including ensuring that appropriate health related decisions concerning shelter and Inspectorate animals are made by the Veterinary Care team. • Develop and implement strategies to improve the financial performance of the private clinic to secure much needed funds to enable the organisation to care for shelter and Inspectorate animals. • Establish RSPCA Victoria as a centre of expertise for shelter medicine in Victoria through the implementation of industry leading and evidence based practices. • Establish and ensure the consistent application and understanding of RSPCA Victoria standard operating procedures across all teams and sites, in accordance with good animal welfare practices, contractual and legislative requirements. Specifically, this role will be responsible for disease/infection control and vet clinic procedures for all species of animals. • Develop and implement strategies to identify RSPCA Victoria as an employer of choice within the veterinary profession to help attract and retain Vets to perform our important work.



- Address any issues from the Veterinary Care team or respective sites in a timely and transparent matter, including liaising with other teams in the organisation to seek appropriate resolutions for these issues.
- Increase the reputation and profile of RSPCA Victoria by representing the organisation in professional and public forums.
- Lead and contribute to a positive and inclusive work environment by effectively communicating and working collaboratively with team members and peers across all departments, and consistently role modelling the RSPCA Victoria values and associated policies;
- Ensure a safe working environment whereby employees and volunteers perform their duties safely and adhere all WH&S policies and procedures, including responsibility for undertaking investigations and corrective actions to reduce the risk and likelihood of incidents occurring.

POSITION CAPABILITIES		
Capability	Level	Description
People Leadership	Engages & Enables	Builds a collaborative team aligned to RSPCA Victoria's vision, values and desired culture and facilitates achievement of team goals while ensuring effective cross-functional relationships.
Activity & Results Focus	Plans & Prioritises	Takes a robust and evidence based approach to planning with a focus on adjusting to emerging risks and opportunities.
Knowledge & Communication	Promotes Awareness	Facilitates knowledge sharing and communicates effectively across the organisation ensuring information gets to the right people at the right time.
Relationships	Builds & Maintains	Build and maintain effective, sustainable relationships, with a focus on delivering on our strategic plan.
Personal Leadership	Courage & Adaptability	Role models RSPCA Victoria's values, has real and courageous conversations that matter, adapts to change and empowers and enables teams to explore new ways of doing things.
Technical	Animal Handling and Behaviour	Effectively work with and support others to work with animals to provide quality care, enrichment, hygiene and husbandry to contribute to the best possible welfare outcomes for animals in our care.
	Animal Health and Rehabilitation	The ability to accurately observe, report and support animals to receive appropriate care and rehabilitation, including disease recognition and adhering to the required standard operating procedures to ensure infection and disease control.
	Clinic Operations	Contribute to the development, maintenance and adherence of standard operating procedures and work instructions, to ensure work practices are consistent with the Australian Veterinary Association (AVA) and other organisational and legislative requirements. Ensure the delivery of required performance outcomes of the veterinary clinic in accordance with broader organisational goals.
	Stakeholder Management	Facilitate and maintain strong, positive relationships with stakeholders, partners and suppliers, both internally and externally. Ability to constructively manage stakeholder issues and find innovative solutions to resolve problems.



POSITION REQUIREMENTS	
Required	• Previous experience leading and managing a diverse and geographically dispersed team. • Previous experience developing and delivering strategies, business plans and budgets to achieve broader organisational goals. • A Bachelor of Veterinary Science, current Victoria Veterinary Surgeon Registration, microchipping license and radiation license. • Extensive experience practicing as a Veterinarian in a shelter or private clinic environment, with the ability to conduct complex medical consultations and surgical procedures and provide detailed advice in complicated areas of veterinary science. • Strong commercial acumen with demonstrated experience delivering financial outcomes for an organisation. • Ability to work in a fast paced and challenging work environment, whilst showing great care and compassion to the animals in our shelter. • Demonstrated experience working collaboratively in a team environment. • Strong communication skills, including the ability and comfort to represent RSPCA Victoria in public forums and media.
Desirable	• A membership, specialist qualification or previous studies in shelter medicine would be highly regarded.
Recruitment Requirements	• Valid Victorian Driver's License. • Current tetanus vaccination.

