

POSITION DESCRIPTION

POSITION	POSITION NUMBER
Veterinary Support Attendant	
CLASSIFICATION	LOCATION
Band 2	Animal Shelter
DEPARTMENT	DIVISION
Regulatory Services	Development and Growth
Ballarat City Council Enterprise Agreement No. 8, 2019.	

Position Objectives

- To assist the attending veterinarian at the shelter with routine admission health checks for all shelter impounds
- To accurately record and perform administration tasks associated with all vet work pre and post vet visit
- Ensure treatments and hygiene standards/practises are in accordance with the BAS process and procedures
- To effectively contribute to continuous improvement processes
- Provide routine reports to Shelter Supervisor about animal medical health reports based on veterinary recommendations/advice
- Manage and maintain the health records of the shelter animals
- Assist in minor surgical procedures under supervision of veterinarian

Key Responsibility Areas

- Provide aid / support to attending vet as required on shelter visit days including the euthanasia of animals
- Monitor all post operative care and report concerns to SS for follow up
- Make recommendations to shelter supervisor and ethics committee in relation to basic treatment and observations from vet team
- To create and implement vet list for shelter vet visits
- Ensure vet room is maintained and cleaned as per daily cleaning list and industry standard
- Ensure all health records are recorded on ShelterBuddy accurately after vet visit and notes updated on Pathway
- Stock control and ordering of all vet products- drugs, medical and wound treatment and general care
- *Responsible for the restocking, care and record management of the isolation room*
- Assist coordinator and Shelter supervisor in updating the Health Management Plan
- Inform SS and BSO routinely of operational outcomes
- Perform daily inspections and provide routine treatments for all new impounds
- Adhere to Councils policies, procedures values and behaviours at all times when conducting your duties.

REPORTS TO:	DIRECT REPORTS:
Animal Shelter Supervisor	NA
ORGANISATIONAL RELATIONSHIPS	
Internal: Ballarat City Council staff Business Support Officer	External: Local veterinary Clinics Foster/Rescue Networks

General public

Accountability and Extent of Authority

- Always operate in a safe manner and in work in accordance with Occupational Health and Safety SOPs' and processes.
- Demonstrate Council's values and behaviours in the workplace
- Ability to work autonomously, as well effectively with attending vet staff, alongside other shelter staff and public.

Judgement and Decision Making

- Be willing and able to make sensible and sound decisions (within the scope of the duties and with guidance and advice from Shelter Supervisor and Coordinator) relating to animal health management and care
- Assist in the identification of issues based on clearly defined and established policies and procedures
- Effectively contribute and work with the team's decisions relating to animal health matters in the shelter, in particular disease management and control
- Ability to understand how to triage decisions related to treatments guided by procedures
- Perform tasks for placing ordering based on judgement and knowledge of the operating needs of the shelter

Specialist Skills and Knowledge

- Previous work experience in a veterinary practice/ animal health industry
- Demonstrated experience in veterinary nursing or similar role involving animal health responsibility including euthanasia tasks and/or disease treatment
- Ability to provide support to a busy work environment that is high paced and highly emotive
- Ability to perform the tasks autonomously and within a team
- Effectively and accurately be able to communicate both written and verbal requirements
- Knowledge and experience ordering medication and drugs related to animal and veterinary care

Management Skills

- Ability to manage tasks according to procedures and policies
- Able to follow work processes within a given time frame, to achieve agreed outcomes.
- Ability to plan for Vet days by creating schedules and prioritizing treatments

Interpersonal Skills

- Well-developed communication skills, both verbal and written to effectively communicate with all staff and members of the public.
- Ability to work as a team member including assisting other staff members
- Demonstrated ability to display sensitivity, empathy especially when working in an emotionally driven workforce

- Understanding complexities within a shelter environment and the importance of adhering to policies and procedures in some decisions relating to some animal final decisions.
- Fostering positive culture by supporting team and Management decisions at all times

Qualifications and Experience

- Qualifications in vet nursing or similar work with equivalent experience, skills and knowledge highly desirable
- Proven knowledge and experience in animal health disease management.
- Experience in accurate record keeping
- Able to demonstrate self-motivation and self-discipline in work undertaken.

SELECTION CRITERIA

- Experience in animal health management
- Extensive knowledge of veterinary medication, administration and routine/ongoing medical care
- Extensive record keeping and time management skills
- Knowledge and understanding of the health and safety risks associated to this position.
- Ability and understanding of working in a highly emotive environment
- Demonstrated skills and knowledge of animal husbandry practise, shelter and pound environment process and common disease prevention