

Wildlife Technician

Position Purpose:	The purpose of this position is to provide in-patient hospital nursing care and day-to-day support to veterinarians in the Wildbase Hospital	
Department:	Wildbase Hospital, School of Veterinary Sciences	
Location:	Palmerston North	
Reports to:	Senior Practicing Veterinarian, Wildbase	
Responsible for:	Nil	
Delegations:	Nil	
Job Title:	Wildlife Technician (Wildbase)	
Key relationships:	Internal Wildbase Clinic Staff Wildbase Recovery Staff VTH Staff Students – undergraduate and postgraduate Wider School Colleagues	External Wildbase Veterinary Clients Department of Conservation Wildlife Rehabilitators Network of New Zealand Wider New Zealand Veterinary professionals

Massey University: We are a world-leading university in many academic disciplines and fields of research. Our point of difference is research that is connected to community and industry. Our researchers are developing expertise and skills to advance human knowledge and understanding. Working together across disciplines and locations, we solve national and global problems through fundamental, applied and interdisciplinary research, while culturally and artistically enriching our world.

We are deeply committed to being a Te Tiriti-led university, demonstrating authentic leadership in contemporary Aotearoa New Zealand as we uphold Te Tiriti o Waitangi, the founding document of our nation, and its principles through our practice. We embrace this not just as an obligation but as a real opportunity for the nation and its people.

Our educators are preparing a new generation of global leaders. Our students are diverse and are attracted to Massey because they want to achieve their personal goals or make their mark in the world. They experience world-class learning that recognises their intellectual and cultural strengths, expands their horizons and prepares them to contribute to a rapidly transforming world with skills, critical and creative thinking and leadership.

We will be renowned for our passion and caring attitude. All Massey campuses will be innovation ecosystems, acting as magnets for smart

About this area

enterprises. Wherever we are, we will operate in partnerships founded on respect, trust and mutual benefit. Massey is not only defined by what we do, but by how we do it.

The School of Veterinary Science advances knowledge in animal health and welfare, biosecurity, conservation and sustainable productivity. We are a world-leader in our field, working with governments, other universities, international and national organisations and companies to improve animal health and production, and human health. We have over 1000 students, 250 staff and 170 research programmes.

Wildbase Hospital operates as a non-profit organisation alongside the Veterinary Teaching Hospital (VTH) providing medical and surgical care of native wildlife and veterinary care to privately owned birds and reptiles. The VTH is an integral part of the School of Veterinary Sciences (SoVS), being a state-of-the-art facility offering New Zealand's most comprehensive veterinary expertise. Final-year veterinary undergraduate students work alongside our clinical and technical staff to provide the best possible animal care to our patients and to ensure our students have the skills required to enter the veterinary profession at the end of their degree.

Massey core capabilities

At Massey we are Tiriti-led, upholding Te Tiriti o Waitangi principles through our practice, we:

- Demonstrate awareness of Te Tiriti o Waitangi and its contribution to Aotearoa New Zealand society.
 - Understand the relevance of Te Tiriti o Waitangi in relation to the work of the University and the people we serve.
 - Embracing Te Reo in relevant and practical ways in our workplace interactions and engagement with external stakeholders, giving expression to Tikanga Māori and protocols that demonstrates that we respect and value Māori conventions in appropriate settings.
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At Massey we work together with mutual respect and caring. we:

- Act with integrity and trustworthiness and give credit to others for the work they do.
 - Work cooperatively and inter-dependently to foster and promote the One University approach.
 - Share knowledge and communicate professionally with courtesy and mutual respect.
 - Are ethical in all transactions, working within the parameters of our policies and procedures.
 - Are direct, truthful and maintain confidentiality.
 - Seek to understand and appreciate our differences.
 - Keep ourselves and others safe; work together to embrace with the University's health, safety and wellbeing policies, procedures and programmes; display commitment by actively supporting all safety and wellbeing initiatives: and by actively engaging in health and safety improvement opportunities.
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At Massey we are future-focused, results- oriented and strive for excellence. we:

- Take ownership and responsibility for delivering results to support achievement of University objectives.
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- Provide the best quality services to our customers (internal and external) ensuring our students/ stakeholders are at the heart of everything we do.
- Deliver or support world-class research, teaching and learning and citizenship.
- Take personal responsibility for our performance, take pride in doing our job well, and commit to ongoing personal and professional development.
- Are motivated and create a positive working environment where our values are reinforced.
- Anticipate and respond with agility and resilience to the changing needs of the University and the communities we serve.
- Seek ways to improve our services to deliver in an efficient and effective way.
- Embrace technology and apply this innovatively to better meet the needs of those we serve.
- Challenge ourselves to reach our potential and help bring out the best in others.
- Understand how what we do contributes to the objectives of the University.

Accountabilities

General duties in Wildbase Hospital

- Contribute in all aspects of patient care and provide appropriate assistance to the clinician(s) in the Wildbase Hospital.
 - Perform high quality nursing care for all clinical cases, including critically ill and acutely sick in-patients in a professional and efficient manner.
 - Perform general nursing activities adeptly to standards expected of a trained veterinary nurse. These include but are not limited to: patient handling; performance of routine procedures (e.g. radiography); administration of medications; collection and submission of diagnostic samples; avian and reptile anaesthesia and peri-anaesthetic patient care, and patient preparation for surgery
 - Ensure that the patient's basic needs (food, water, exercise and enrichment), their comfort and hygiene meet standards expected within an industry leading veterinary hospital. Coordinate the acquisition, maintenance of food supplies and feeding of hospitalised cases
 - Ensure compliance with all appropriate financial transactions.
 - Relay veterinary advice and instructions accurately and comprehensively to clients/other stakeholders at all times
 - Ensure hygiene standards are at a high level within the hospital.
 - Liaise with and assist all other departments as required within the VTH to ensure a good quality service for all patients and to promote a collegial and inclusive work place for all staff.
 - To clean and maintain equipment promptly and efficiently according to protocols.
 - Assist with clinical research projects as and when required under the supervision of the designated academic lead.
 - To perform other reasonable duties as directed by the Senior Practicing Veterinarian, Wildbase Group Leader or Head of School
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Student Training

Support for Student Training

- Provide quality on-the-job tuition in husbandry, nursing care and anaesthesia of exotic species to BVSc students, visiting international veterinary students, postgraduate students and the wider NZ veterinary profession.
- Ensure equipment and classroom resources are set up for teaching classes
- Assist with tutorials, and lectures for BVSc students and postgraduate students as required by Programme Leaders and the Wildbase Group Leader.

Administration

Provide administrative services to Wildbase Hospital

- Organise the maintenance and cleaning of equipment, promptly and efficiently according to Wildbase protocols. Contribute to maintaining Wildbase protocols to reflect best practice in veterinary medicine.
- Coordinate the sterilisation, preparation and maintenance of instruments and consumables for the Wildbase Hospital
- Assist in the acquisition, storage and stock management of medications.
- Assist in maintaining accurate Practice Management System records.
- Assist with maintaining and providing content for Wildbase Hospital social media activities.
- Assist veterinarians to ensure correct documentation of restricted medications is maintained.
- Filing patient records and other necessary documentation.
- Liaise with reception for appointment bookings, patient discharges and public enquiries.
- Assist in the management of the Wildbase Pathology service, by co-ordinating specimen return or sensitive curation or disposal and maintenance of appropriate records.
- Contribute to national and regional contingencies for oiled wildlife response in New Zealand as required by Wildbase OWR contracts with Maritime New Zealand.

Health and Safety

Responsible for own health and safety and due care of others around them

- Provide health and safety briefings for new Wildbase Hospital staff and students
- Be proactively involved in the Massey Health & Safety system and processes
- Tell their manager immediately of any health and safety concerns.
- Role model good health and safety procedures to students, clients and colleagues
- Wear protective clothing and use protective equipment as and when required
- Ensure all accidents and incidents (including near-misses) are reported through Massey reporting system as soon as possible.
- Keep the workplace free of clutter to minimise the risk of trips and falls

Qualifications and Experience

Qualifications:	Essential:
	Bachelor of Veterinary Technology, or Veterinary Nursing Qualification

Experience:	Essential:
	• Practical experience in care of wildlife, birds and reptiles • Must be confident at handling wildlife and be able to prove previous experience around wildlife, birds and reptiles.

Capabilities - *Behaviour*

Communication Essential	• Can converse in a respectful manner to promote understanding and to diffuse tensions • Carefully listens to our clients, students and staff so there are few misunderstandings. • The ability to relate well to people from a diverse range of cultural backgrounds. • Seeks to clarify ambiguity by asking questions, not making assumptions
Self-Management Essential	• Is resilient, as the veterinary clinic can become very hectic • Is empathetic, as you are interacting with those who own or treat sick animals • Is motivated to achieve high levels of customer satisfaction – whether that is a client, a stakeholder, a colleague or a student.
Customer Focus Essential	• Understands and focuses on our customer needs (clients, stakeholders, students & staff) • Acts with honesty, integrity and trust
Working with Others Essential	• Self-aware of own actions and impact of those actions on others • Shows consideration for others' needs and motivations, values diversity and inclusion

Capabilities - *Technical*

Microsoft Office 365 Desirable	• Has some experience of working with Microsoft Office 365 Suite
Practice Management Systems (PMS) Desirable	• Has experience in using EzyVet software or another veterinary PMS system • Understands the information that is required to be kept on a veterinary PMS

Pre-employment checks

Pre-employment checks:	Qualification if relevant
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