



JOB DESCRIPTION

JOB TITLE: Clinic Manager

DEPARTMENT: Shelter Operations

ACCOUNTABILITY: Executive Director

FUNCTION: The Clinic manager oversees a team of two full time Clinic staff and works collaboratively with department managers and veterinarians to meet the medical needs of the animals in care of the RHSPCA. The position is responsible for ensuring the Clinic Team performs its duties in a manner that maximizes the likelihood of positive outcomes for animals in our care and minimizes their length of stay.

DUTIES AND RESPONSIBILITIES

General:

- Perform duties in a manner which promotes a positive culture and encourages attainment of RHSPCA goals.
- Ensure quality care and humane treatment for the animals in the care of the RHSPCA.
- Works courteously and cooperatively with the staff, volunteers, fosters, adopters, partners, and donors to ensure that all R-H SPCA policies and procedures are followed, and new ones implemented successfully.
- Ability to multi-task, take and follow directions, adapt, and accommodate changing demands and make appropriate prioritization decisions.
- Serve as primary contact for operations staff regarding medical concerns and observations for the animals.

Animal Medical Care:

- Ensures Clinic staff perform intake exams, vaccinations, and treatments for animals within twenty-four hours of intake to the shelter. [Except for when shelter is closed].
- Ensure treatments, vaccines and tests are scheduled and administered by the Clinic staff.
- Performs medical exams, microchipping, vaccinations, blood draws, blood testing, fecal and urine analysis, and dispenses medications under the supervision of Shelter Veterinarian.
- Identifies illnesses and administers treatment in accordance with protocols developed by Shelter Veterinarian.
- Identifies animals in need of off-site veterinary attention.

- Identifies animals for vet checks in house and assists veterinarian with exams and updates shelter management system with medical updates (vaccines, treatments, diagnostics).
- Works closely with shelter veterinarians to create treatment plans for animals in our care and communicates these plans to the shelter operations team.
- Monitors the health of the animals at the shelter, reviews medical notes from staff and volunteers and takes necessary action to diagnose and treat any medical needs that arise.
- Coordinates collection and shipping of samples for lab analysis.
- Primary point of contact for veterinarians on and offsite and for animal medical emergencies.
- Performs humane euthanasia as required.

Animal Flow and Animal Records:

- Tracks shelter animals' medical needs and makes veterinary appointments in house, with partner vets or specialists.
- Responsible for creating weekly spay-neuter surgery list for animals owned by the RHSPCA, reserves and schedules appointments and coordinates transport for surgery.
- Communicates results of off-site veterinary visits and sample analysis with veterinarians and shelter operations team.
- Coordinates transport for offsite vet visits with Animal Care and Foster & Rescue managers.
- Creates detailed instructions for shelter operations staff on medical needs of animals to communicate with fosters, adopters, and volunteers, when applicable.
- Collaborates with Animal Care and Foster & Rescue department managers to identify animals for foster or rescue placement.
- Works closely with shelter veterinarian to assess quality of life and makes euthanasia recommendations when necessary.
- Works closely with Animal Care, Foster, and Client Services Manager to ensure medical information is communicated timely and accurately to affected parties.
- Reviews 'status' of animals in shelter management software to ensure accurate record keeping and optimizing flow of animals to reduce length of stay.
- Ensure that all medical information is added to the shelter system in an accurate and timely manner.

Program and Staff Oversight:

- Serve as primary contact for operations staff regarding medical concerns and observations for the animals.
- Has direct oversight of Clinic staff reporting into this position. Responsible for updating job descriptions, creating schedules, approving timecards and PTO, performing reviews and providing timely feedback to and development of Clinic staff.
- Coordinates schedule for shelter veterinarians.
- Ensures coverage from Clinic staff for foster appointments.
- Responsible for accurate record keeping, maintaining data integrity of animal records and statistical reporting for all program(s) related activities.
- Responsible for updating and maintaining all Clinic department Standard Operating Procedures.
- Works closely with Shelter Veterinarian to develop and maintain medical protocols.
- Orders and maintains inventory of prescription and nonprescription drugs as well as miscellaneous medical supplies.

- Monthly review of budget with a focus on implementing and tracking cost saving measures.
- Participates in the development of the shelter budget with the Executive Director.

Communication:

- Communicate with and work closely with R-H SPCA shelter staff regarding people service (including customers, volunteers, fosters, veterinarians) and animal care.
- Communicate well in person, via email and telephone with individuals within the organization and outside to ensure success of the programs.

Perform related work as required. Job responsibilities and opportunities may change as organizational needs change and grow.

QUALIFICATIONS:

The Clinic Manager needs to be able to perform the essential duties satisfactorily. The qualifications listed below are representative of the knowledge, skill and ability required:

- Current Vet Technician License in Virginia strongly preferred.
- Three years of vet tech experience preferred.
- Supervisory experience strongly preferred.
- Proficiency in Google suite platforms, word and excel.
- Ability to work independently without close supervision.
- Ability to work collaboratively with a positive and upbeat attitude.
- Knowledge of dog and cat behavior and safe handling practices is required.
- Must be available to work alternating weekends and be responsive to emails and phone calls relating to animal emergencies.
- Ability to use sound judgement in all decision making while working independently in a fast-paced environment.
- Hold a valid driver's license and reliable transportation.

PHYSICAL REQUIREMENTS:

Ability to lift 35 lbs., stand for long periods of time, move quickly, work with and around animals (including diseased, injured and/or potentially aggressive animals), loud noises, chlorine or other chemicals.

COMPENSATION

This is a salaried position offering a competitive rate based on experience. After a period of employment, the Clinic Manager is eligible for medical insurance and PTO.

NATURE OF EMPLOYMENT

The Clinic Manager is a non-exempt position, which generally requires a minimum of 40 hours per week and may weekend and evening work.

There is no minimum period of employment guaranteed or implied by acceptance of an offer of employment. It is the policy of the R-H SPCA that employment for this position is at will, which means that employment for no specified term and the employee or agency may terminate that employment at any time without cause. This job description serves as a guide.

Employee Signature: _____

Employee Name: _____

Date: _____