



## Job Description

<b>Title:</b> Veterinary Assistant
<b>Department/s:</b> Clinic and Shelter
<b>FLSA Classification:</b> Non-Exempt
<b>Reports to:</b> Clinic Manager
<b>Direct Reports:</b> None
<b>Position Summary</b>
<p>The Veterinary Assistant (VA) is a dual part job. Currently consisting of three 8 hour days (Monday through Wednesday) at the spay and neuter clinic and two 8 hour days (Thursday and Friday) at the shelter. This position’s delegation of hours are subject to change based on staffing needs.</p> <p>Monday through Wednesday the VA is responsible for assisting in daily care of all spay and neuter clinic surgical patients, assisting doctors and veterinary technicians with pre-, peri-, and post-operative care of patients, cleaning, and training others to utilize our patient care protocols.</p> <p>Thursday and Friday the VA is responsible for helping the Shelter Licensed Veterinary Technician (LVT) enter in medical records to the computer system, medicate animals, help LVT perform exams/ treatments/diagnostics on shelter animals and help to organize/clean working areas. The VA will also be asked to help provide positive animal handling when necessary and be required to be flexible to many job duties throughout the shelter.</p> <p>Internally, the VA works in coordination with APF Veterinarian, Clinic Manager, Clinic LVT, Shelter LVT and Director of Operations.</p> <p>The VA must be a professional, self-motivated, team player, positive, goal oriented, and organized individual with excellent interpersonal communication and problem solving skills. All employees are expected to exemplify, mentor, and reinforce the APF Mission, Vision and Values and all board policies. At APF, all staff members are active participants in fundraising and are expected, when appropriate, to professionally solicit donations of monetary and in-kind gifts. This position must support all board policies and position statements.</p>
<b>Essential Functions</b>
<p>The VA supports the LVT and Veterinarian in all aspects of veterinary clinic operations including the spay/neuter (s/n) clinic and regular rotation in the shelter medical clinic. Monday through Wednesday duties are in the s/n clinic and is responsible for exceptional care of public surgical patients and shelter animals. Thursday and Friday duties are in the shelter medical clinic. Days and hours are subject to change based on the staffing needs of the shelter and spay/neuter clinic.</p>

## **S/N CLINIC DUTIES**

- Lead or assist with daily patient intake and discharge procedures, including ensuring paperwork is accurate, medical history is obtained, assisting with pre-surgical exams, answering any general questions, and delivering post-operative instructions in a competent and friendly manner.
- Follow Fear-Free handling techniques ensuring the animals experience the least amount of stress and fear during their time at APF.
- Prep the surgical suites and treatment areas daily and ensure the areas are ready for the veterinarian's arrival and for s/n to begin, including surgery room set-up, recovery set-up, supplies are stocked, and all areas are clean and disinfected at the beginning and throughout the day.
- Accurately complete all daily logs, patient records, and necessary paperwork.
- Ensure all patients are comfortable, clean, and safely kenneled. Post needed warning signs on potentially dangerous animals.
- Be attentive to the needs of the veterinarian and LVT, assisting with their duties and contribute to an efficient and fast-paced daily workflow.
- Responsible for prepping patients for surgery (shaving, scrubbing, transporting to surgery room, etc.) assisting the Vet'n/LVT while anesthetizing and intubation.
- Attentively monitor all patients' vitals and behavior and notify the veterinarian and/or LVT immediately if any abnormal conditions arise.
- Responsible for patient kenneling including cleaning, cage door signage, comfort, and safety.
- Assist in the operating room during surgery as directed by the veterinarian and/or LVT, assist with movement of patients, recovery of patients, and general flow.
- Responsible for cleaning instrument packs, wrapping, and autoclaving of all necessary surgical and dental equipment.
- Responsible for clinic laundry, keeping it moving all day, ensuring it is folded and fully stocked for the next surgery day. Monitor washer and dryer to ensure it is maintained properly and report problems to the Maintenance Dept.
- Leads end-of-day clinic cleaning and disinfection procedures. Ensures all areas including surgery suites, treatment areas, dog and cat kennels, lobby, and restrooms are cleaned and fully stocked for the next day.
- Reports any problems with equipment or the facility to the Clinic Manager and/or the Maintenance Dept.
- Ensures accurate documentation procedures are followed.
- Responds appropriately and with composure during emergency events; takes precise direction from a veterinarian and/or LVT.
- Follows all clinic procedures and follows all sterile practices to ensure patient safety.
- Trains and supervises clinic volunteers. Ensures volunteers feel welcome, valued, and are appreciated. Works alongside volunteers providing constant supervision in following of procedures.
- Assist at APF special events as requested
- Follow all written and verbally communicated departmental and APF standard operating procedures.
- Communicates in effective and professional manner with public, trainees, and all APF staff members and volunteers

- Represent the APF in a professional and courteous manner at all times
- Will be cross trained for shelter duties and called upon if needed.
- All other duties as assigned by supervisor

### **SHELTER CLINIC DUTIES**

- Rotates into the shelter clinic weekly or as needed.
- Performs all standard shelter clinic duties according to procedures.
- Administers all shelter animal medications and treatments as directed by the veterinarian and/or LVT.
- Monitors inventory of clinic supplies (medications, vaccinations, tests, etc.) and notifies the Clinic Manager if an order is needed. Ensures all medications are stored properly.
- Completes all animal paperwork in the shelter database, including but not limited to, schedules upcoming treatments or surgeries, enters medications and treatments administered, and adds appropriate medical waivers as directed by the Clinic Manager or LVT.
- Assist with the training of foster volunteers, field questions and schedule vet checks and treatments
- Cleans and disinfects the clinic throughout the day and before leaving at night. Cleans floors, counters, refrigerator, etc.
- Ensures the clinic is fully stocked daily (cleaning supplies, medications, etc.) and ready for the next shift.
- Completes daily treatment and communication logs accurately and thoroughly.
- Performs shelter animal intake examinations, vaccinations, microchipping, etc. Documents all procedures and findings. Schedules animals for surgery or needed veterinary treatments and examinations.
- Provides foster animal examinations, vaccinations, schedules for rechecks and surgery, notifies the veterinarian/LVT if an animal is not thriving or needs medical intervention.
- Leads or assists with euthanasia. Becomes humane euthanasia certified in NY state and follows all federal and state regulations.
- May be assigned to work in other departments temporarily, permanently or for cross training.
- Provide a workplace free from serious recognized hazards and comply with standards, rules and regulations issued under the OSH Act.
- Perform other duties as assigned by the Director of Operations, supervising veterinarian, and/or acting supervisor.

### **ANIMAL HANDLING**

- Safely and humanely handles and restrains animals up to 50 lbs. and an average of 25 surgery patients (dogs and cats) per day.
- Must be able to learn and identify characteristics of animal behavior (i.e. identifies aggressive, fearful behavior, etc.).
- Uses appropriate safety equipment for fractious or feral animals - the use of safety equipment is mandatory. Takes every precaution to avoid bites or injuries to the animals, self, or others.
- Must be or become proficient at animal restraint for various procedures

### **Working Conditions**

This position typically works Monday-Friday from 8:00am – 4:30 pm. However, flexibility will be required to work extended hours as necessary, including occasional evening or weekend hours for medical emergencies, community events, meetings, and training.

The VA has regular contact with other APF employees and volunteers from all departments. Has regular contact with the public and representatives from rescue groups, county health department representatives and others in and out of the APF. Contacts with others will require compassion, tactful exchanges, and a professional demeanor. Communicates in a way that demonstrates and promotes collaboration, cooperation, problem solving and interpersonal skills to foster a positive work environment, teamwork and productivity.

The VA has regular contact with animals with varying degrees of domesticity and physical condition. Occasionally works directly with animal wastes, kennel cleaners and disinfectants, soiled kennels, animal bedding and dishes. You will be exposed to animal dander. You will be exposed to loud noises. You may be exposed to zoonotic diseases. Will work continuously with other clinic and shelter workers, volunteers and members of the public. Will have access to protective equipment such as gloves, protective eye and ear wear, etc.

Additional working conditions:

- Must be able to work under stressful conditions and work efficiently and effectively under those conditions
- Must possess excellent reflexes
- Must be able to respond quickly to a variety of medical situations (with training)
- Must be able to cope with death either due to surgical complication or euthanasia
- Ability to rapidly and accurately process information
- Ability to work independently and as part of a team
- Ability to make decisions and use common sense
- Ability to cope with frustrating situations and remain calm
- Must be able to identify own limitations and be willing to ask for help

### Position Specifications

#### Education and Experience:

- Must have a high school diploma
- Two or more years of experience in a veterinary clinic, veterinary hospital, and/or animal shelter or control facility.
- Candidate should be highly motivated, enthusiastic self-starter with a professional attitude.

#### Knowledge and Skills:

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

- Must be knowledgeable or become knowledgeable in Fear Free practices within 3 months of hire.
- Excellent people skills including communication and interpersonal relations with a high degree of professionalism and competence in dealing with a variety of individuals. Ability to manage confidential information with discretion and tact. Sincere interest in APF's mission and vision.

**Additional requirements:**

Valid New York State driver's license.  
Take and pass a background check.

**Working Environment**

**Physical Demands**

- Have a high level of manual dexterity.
- The ability to bend and squat.
- Specific vision abilities required by this position include close vision and the ability to focus clearly.
- Carry and lift light objects up to 50 pounds.
- Must be able to work standing or sitting for 10 or more hours.
- Must be able to bend and kneel repeatedly.
- Must be able to see fine detail in a variety of situations.
- Must be willing and capable of working outdoors in all weather conditions.

**NOTE:**

The Animal Protective Foundation is an Equal Opportunity Employer. We do not discriminate on the grounds of age, race, religion, national origin, sex, sexual orientation, marital status, disability or any class protected by law.

The Animal Protective Foundation is an At-Will employer. This is not a contract for employment. The Animal Protective Foundation reserves the right to change job descriptions and job schedules at any time without employee consent to meet changing needs of the organization. By signing below, you are asserting that you are physically able to perform these duties with or without accommodations.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

List any accommodations needed to assist you in successfully completing these duties.

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