

Raystede Centre for Animal Welfare

Job Description

Job Title:	Animal Nursing Assistant
Responsible to:	Veterinary Surgeon
Location:	Raystede Centre for Animal Welfare
Hours of work:	As required
Holidays:	25 days per annum excluding bank holidays (pro rata for worked hours)
Probationary period:	Not Applicable
Contract Type:	Zero Hours
Grade and Salary:	B

Background Information

Raystede Centre for Animal Welfare, established in 1952, is a charity that aims to give animals a better life through rehoming, rehabilitation and sanctuary, and give people the support and knowledge they need to treat animals with care and respect. We care for more than 400 animals every day, including cats, horses, dogs, rabbits, hens and exotic birds. We help most of the animals find new homes but also provide life-long sanctuary for those animals that cannot be rehomed. Our beautiful 43-acre site is open for visitors to get a unique glimpse into a working animal welfare centre.

Animals are at the heart of everything we do but we could not care for them without our expert and dedicated team of staff and volunteers. Surrounded by animals, lakes, trees and fields with a café, shops, parking and many other benefits, Raystede is an uplifting and rewarding place to work.

The Surgery team is responsible for all aspects of managing and running the on-site surgery. It provides the highest standards of animal care and welfare for the animals. The Surgery team forms a key part of our animal welfare service.

Main Purpose of the Role:

- Apply shelter medicine principles in line with Raystede policies and procedures.
- Infectious disease control including the cleaning and preparation of veterinary areas.
- Restrain animals for examination, vaccinations and treatment and monitor animals under anaesthesia under the supervision and direction of the veterinary surgeon.
- Perform on-site laboratory work as required.

- To ensure the effective operation of the Surgery within its position in the wider organisation including stock management, timely completion of records, and correct provision of medicines following internal and external protocols.

Key Tasks

1. Provide veterinary care
 - a. Apply shelter medicine principles in line with Raystede policies and procedures.
 - b. Infectious disease control.
 - c. Control and restrain animals where required i.e. for examinations, vaccinations, and treatment as necessary.
 - d. Anaesthesia – monitor and document anesthesia and ensure appropriate post-operative care given, under the direction and supervision of the veterinary surgeon.
 - e. Assist with surgical/dental procedures/medical investigations including imaging and laboratory work as clinically necessary.
 - f. Ensure adequate post operative care, under the direction and supervision of the veterinary surgeon.
 - g. Ensure that all findings and recommendations are communicated to veterinary surgeon and Animal Section Manager to ensure the welfare of animals.
 - h. Clean, disinfect and maintain to a standard of cleanliness and bio-security set by management, all isolation units, surgical areas, stores, and treatment facilities.
 - i. To provide support to the veterinary department and handle queries from animal carers, the public, wider organisational staff, and volunteers on any relevant matter if necessary.
 - j. Recognise, report, and record any unusual activity or abnormal behaviour of animals.
2. Surgery management
 - a. Welcome, receive, and care for visitors who are returning to the surgery on site.
 - b. Liaise with colleagues in other departments to ensure accurate, timely and relevant information is disseminated.
 - c. Assist the veterinary surgeon in managing the clinic to RCVS practice standards with appropriate records maintained and all paperwork dealt with effectively and efficiently.
 - d. To ensure that all case reports are documented on the medical record (date, history, details of examination, investigations, provisional diagnosis and treatments, prescriptions, lab results and clinical notes from animals seen off site e.g. referrals or out of hours), communicated to the animal care teams, and information provided for prospective owners.
 - e. To work with the veterinary surgeon to ensure the correct ordering, prescription, dispensing, handling, storage, stock control, disposal, recording and auditing of Veterinary Medicinal Products (POM-V, POM-VPS, NFA-VPS, AVM-GSL and human-licensed products according to the cascade), in line with legislation and best practice.
 - f. To organise and liaise with suitable out of hours veterinary providers where necessary.
 - g. To ensure appropriate use of equipment by suitably trained individuals, and to support the veterinary surgeon in ensuring adequate maintenance and servicing of all equipment in the veterinary surgery.
 - h. To work with Health and Safety, and Estates departments on all relevant issues pertaining to the veterinary clinic to ensure the health and safety of all staff and visitors and to keep appropriate records up to date.
 - i. To ensure laboratory samples are taken, handled, and posted appropriately by trained individuals and to ensure in-house tests are run safely and appropriately by trained individuals and equipment is suitably maintained and assurance safety tests performed.
 - j. To ensure appropriate disposal of all waste produced by the veterinary clinic, including pharmaceutical, hazardous, and non-hazardous waste.
 - k. To write copy, provide clinic data, and undertake research projects as directed.
 - l. General admin duties.

3. Personal development
 - a. Ensure CPD is undertaken, and recorded as requested or agreed.
 - b. Establish and maintain effective working relationships and good working practices with colleagues, volunteers, and contractors.
4. Physical requirements
 - a. Exposure to disinfectant solutions for cleaning.
 - b. Potential exposure to animal bites and scratches.
 - c. Continual exposure to animals and animal allergens.
 - d. Ability to work with animals of all sizes including some in excess of 900kg.
5. Contribute to Fundraising, Educational and commercial activities
 - a. Assist with Educational talks, tours, and activities.
 - b. Contribute to and attend fundraising and commercial events.
 - c. Actively promote Raystede services on-site.
6. Other
 - a. Expected to deal and help with often harrowing animal welfare issues.
 - b. Maintain to a standard of cleanliness set by management all offices, staff facilities including toilets within your section.
 - c. Ensure buildings, exercise areas, and all other facilities as appropriate, are secure at all times.
7. General
 - a. At all times ensure and maintain a compassionate, professional and efficient public image for the charity
 - b. Participate in supervision, appraisal, and learning and development and take personal responsibility for maintaining the knowledge and skills required for the role
 - c. Take responsibility for ensuring own health and safety and that of others who may be affected by your acts and omissions. Report any health and safety risks to your manager.
 - d. Work within the policy framework of Raystede Animal Centre and adhere to the terms laid out in the employee handbook

Key Working Relationships

- All animal care teams including Rehoming to ensure effective running of the veterinary service and collaborative team working on site.
- General public to arrange external veterinary appointments and provide updates when owned or fostered animals are in our care. Also to provide information and guidance on Raystede and its activities.
- External veterinary services to enable out of hours and specialist veterinary care where applicable.
- Specialist external groups, bodies, and organisations to further veterinary knowledge and care at Raystede, and to promote our reputation.
- All other departments within Raystede to assist with and facilitate the successful and efficient operation of Raystede and its services.

Scope and Accountability

Decision making and limits of authority	<ul style="list-style-type: none"> • Decisions must be taken about how best to support the welfare of animals in veterinary care and undergoing treatment with the support of and under the direct supervision of the veterinary surgeon. • There is no financial authority in this role.
Financial resources	<ul style="list-style-type: none"> • No responsibility for financial resources. • Occasional cash handling and taking of payments upon request.
Material assets	<ul style="list-style-type: none"> • Responsible for ensuring the cleanliness and security of departmental and wider assets where necessary. • Expected to report issues and defects with material assets, equipment, buildings, fixtures, and fittings to line manager or Estates team when recognised. • Expected to manage stock within the veterinary surgery and order supplies as agreed with the veterinary surgeon.
Information and communication resources	<ul style="list-style-type: none"> • Expected to use the Anilog database and other departmental filing systems. • Responsible for using databases and filing systems in a secure manner compliant with all applicable data protection legislation.
People management	<ul style="list-style-type: none"> • Oversight of animal care staff assisting in the veterinary surgery when veterinary surgeon or veterinary nurse is not present. • Occasional oversight of volunteers. • Oversight of contractors working within veterinary surgery as required.
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> • Responsible for ensuring all tasks carried out are done so in accordance with applicable animal welfare legislation and regulations. • Responsible for ensuring own health and safety following set procedures and using equipment provided.

Person Specification

	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> • Minimum level 2 certificate in animal care. • Full driving licence. 	<ul style="list-style-type: none"> • Degree or advanced qualifications in Animal Care. • Further qualifications in Animal Care.
Knowledge and Experience	<ul style="list-style-type: none"> • Working with members of the public or within a visitor environment. • Experience of handling commonly domesticated small animal species. • Evidence of care and welfare of animals. • Proven application of sound and effective customer care skills. • Administrative skills including confidence using IT. 	<ul style="list-style-type: none"> • Working experience in small animal practice. • Experience of monitoring anesthesia. • Experience of working independently within a veterinary practice. • Knowledge of veterinary practice management requirements. • Experience in an animal welfare environment. • Experience of dealing with difficult and emotional animal welfare situations. • Experience of handling exotic animals including birds, and chelonia. • Experience of exposure to unpleasant odours and noises. • Research experience. • Charity fundraising e.g. on/off-site events.
Key Skills and Abilities	<ul style="list-style-type: none"> • Proven communication skills, written and oral. • Ability to work within a diverse team, and build excellent working relationships. • Ability to manage personal deadlines and prioritise a demanding workload. • Ability to manage relationships with tact and diplomacy. • Excellent attention to detail. 	<ul style="list-style-type: none"> • Management or supervisory skills.

Personal Attributes	<ul style="list-style-type: none"> • Personable, sociable and people oriented. • Proactive and self-motivated with the ability to think creatively. • A positive outlook and a “can do” attitude. • Dedication, commitment, and tenacity. • Change orientated approach to work. • Ability to make decisions when dealing with often constant and conflicting demands on time. • Highly committed and able to work flexibly to achieve performance targets. • Able to assist the wider team when required taking a flexible approach to occasionally unplanned organisational demands. • Commitment to equality, diversity and inclusion and understanding of how it applies to own role. • Empathy and interest in animals and their welfare. 	<ul style="list-style-type: none"> • Keen to maintain an awareness of animal welfare issues.
Other	<ul style="list-style-type: none"> • To have a flexible approach to working hours. • Availability of vehicle for work use and in possession of a current, clean driving licence. • Flexibility of circumstances and willingness to visit national and regional venues for CPD. This may involve some overnight stays and occasional work in the evenings and at weekends. 	