



Job Description



Job Title:	Clinic Manager
Department/Team:	Field Operations/Animal Operations
Location:	Merthyr Tydfil Clinic
Line Manager's Title:	Senior Clinician

1. Overall Job Purpose

Responsible for the day to day management of the Clinic; provide administrative management, customer care, support for veterinary staff and animal care under the direction of the veterinary surgeon.

2. Structure

See Establishment Structure Charts.

3. Key Tasks/Job Description

1. Assess client's entitlement to receive veterinary services at the RSPCA Animal Clinic, general telephone and reception duties
2. Co-ordinate the smooth running of daily out-patient clinics ensuring that all client enquiries or problems are dealt with as soon as reasonably possible
3. Provide assistance as required to the Veterinary staff during clinic sessions e.g. assist with animal handling and dispensing of drugs.
4. Support veterinary staff duties including theatre, ward and animal care. Support veterinary staff with euthanasia, as required and arrange carcass disposal.
5. Provide basic animal welfare advice to clients visiting the clinic and through telephone enquiries
6. Coordinate and undertake general cleaning duties throughout the clinic including equipment, animal quarters and premises. Monitor and maintain stock levels of all drugs, stationery and Veterinary equipment and re-order as necessary; ensure drug batch numbers recorded as required.

7. Maintain clinic records and ensure all clinic admin. work is kept up to date. Accepting payment in respect of treatment and drugs/prescriptions.
8. Undertake daily cashing up and banking procedures, and monthly cash reconciliation returns
9. Responsible for staff rotas and recording of staff sickness

While at work all staff are required to:

- Adhere to the Society's charitable objectives which are to promote kindness and prevent cruelty to animals.
- Understand and comply with the Society Code of Conduct.
- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- Co-operate with Society policies and procedures.

In addition to your normal duties, you may occasionally be required to undertake such other reasonable duties as necessary to meet the needs of the Society.

4. Person Specification

Please see person specification attached (appendix A)

This job description is a statement of the job content required as of September 2017. It should not be seen as precluding future changes.

PERSON SPECIFICATION**Clinic Manager**

	ESSENTIAL	DESIRABLE
PROFESSIONAL AND/OR TECHNICAL QUALIFICATIONS	GCSE or equivalent.	
EXPERIENCE	Previous experience of small animal veterinary practice.	
SKILLS AND COMPETENCIES	<p>Good communication skills written & oral.</p> <p>Able to manage own time effectively.</p> <p>Able to make sound clinical decisions.</p> <p>Able to work autonomously.</p> <p>Confident & competent decision making skills.</p>	
PERSONAL QUALITIES	<p>Able to work well under pressure.</p> <p>Attention to detail</p>	
SPECIAL CIRCUMSTANCES (if any)		