



## Role Profile - FTC Head of Veterinary - Companion Animals (FAC10)

The Role			
Role Title:	Veterinary Support Manager - Companion Animals	Reporting to (job):	Chief Veterinary Officer
Legacy job titles covered by this role profile:	n/a New Role	Jobs that typically report into this role:	n/a New Role
Function / Org Unit	Veterinary	Job Number:	TBC
Base and travel	Home based, with regular nationwide travel	Band ( <i>to be assigned by Reward</i> )	D - TBC
Role Dimensions			
Number of direct reports	TBC	Manager/Individual Contributor:	Manager
Number of dotted line reports	circa 30	Budget (Operating/Capital)	TBC
Total No of Reporting Staff (include all direct and indirect reports)	circa 30	Decision Making Authority & Responsibility for Resources	<p>Clinical support and welfare oversight of animals in the RSPCA's care.</p> <p>Clinical decision making, in collaboration with field teams.</p> <p>Decisions on clinical guidelines and protocols, in conjunction with the Chief Veterinary Officer.</p>

Working Environment	
<b>Role Purpose</b>	<p>Managing and leading the focus for companion animals, in conjunction with the Chief Veterinary Officer, within the Animal Journey. Assisting in determining objectives, KPIs, areas of work, activities and priorities for The Society.</p> <p>To oversee the animal centres in respect of ongoing veterinary provision. Supporting and guiding RSPCA vets in animal centres on clinical and welfare matters. Overseeing a programme of quality improvement.</p> <p>Assisting the CVO in the development and embedding the companion animal triage and treatment protocols, ensuring that private veterinary contracts have appropriate provision to ensure the health and welfare of animals in the RSPCA care, as well as offering good value to The Society.</p> <p>Working with private vets to develop improved relationships and implement RSPCA protocols. Supporting our National animal centres, Inspectorate and RSPCA branches in developing and improving their relationships and understanding with private vets.</p>
<b>Principal Accountabilities</b>	<ul style="list-style-type: none"> <li>● To support the Animal Journey workstream for companion animals; ensuring the veterinary care provided to RSPCA animals, in our own centres, private vets and private boarding establishments is evidence based, consistent and cost effective. To continuously improve and strive for animal welfare excellence.</li> <li>● To promote shelter medicine, enabling optimal and cost effective veterinary care of companion animals that protects animal welfare. This is to be done through: <ul style="list-style-type: none"> <li>○ the production of well evidenced guidelines and protocols to guide the treatment of companion animals in our care.</li> <li>○ provision of clinical support and leadership to our own vet led teams</li> <li>○ provision of support and guidance to private vets doing RSPCA work</li> <li>○ disseminating guidelines internally &amp; externally (nationally and internationally) via meetings, presentations and publications.</li> <li>○ Overseeing clinical audit and ongoing quality improvement at RSPCA sites</li> </ul> </li> <li>● Complaints - to be the point of escalation for all companion animal related, serious health and welfare complaints. Responsible for the assessment of the root cause of complaints, providing trend analysis and working with the Society to build effective solutions. Ensuring a timely system for detailed response, monitoring trends and areas for development for future improvements.</li> </ul>

- Give advice to veterinary surgeons, other centre staff, RSPCA Inspectors/AWO's/ACO's and members of the public (and other companion animal rehabilitators & researchers, both nationally & internationally) about companion animals and their health and welfare.
- To be the point of escalation for companion animal veterinary care queries within the Branch network, where required - offering subject matter expertise, whilst developing the wider veterinary team and assisting in the development of the local field vet network.
- Working with the CVO to develop a strong, evidence-based structure of welfare oversight that safeguards the health and welfare of companion animals within our care. Working with the science and behaviour teams to ensure that all decisions about animals are evidence based and focused on animal welfare. Assist in the roll out of our welfare assessment tool and the five domains model.
- Work with the CVO and the Animal Center Standards Manager to review and update the Society's licensing conditions and auditing processes to ensure these genuinely protect the welfare of animals in the RSPCA's care. To assist in training the Field Officers, as required, to keep up to date with new requirements and best practice recommendations.
- Conduct audit inspections of RSPCA national and branch clinical sites and activities working with the Field Officers and at the request of the CVO, covering the suitability of the establishment's facilities, operational procedures and animal welfare. This would include compliance with relevant laws (eg for Controlled Drugs), and the Society's licensing conditions and good practice.
  - To report findings and make recommendations to the CVO on what actions are required in relation to each site as to whether to license each veterinary facility, and on potential improvements across the Society.
- Working closely with the RSPCA's behavioural team where behavioural issues are identified.
- To build effective relationships with colleagues in the Operations, Inspectorate, Veterinary and Branches & Partnerships teams, being a role model for collaborative working.

	<ul style="list-style-type: none"> <li>• To work with key partners outside of the RSPCA; including other animal welfare charities and private vets where appropriate and as requested by the CVO. Line management of the Operational Service Delivery Manager (Vet Liaison Manager), providing support where required around clinical matters and where veterinary input is needed to resolve issues and improve relationships.</li> <li>• Authorising budgets as appropriate and in line with strategy. Ensure CPD course requests from vets in the Field are in line with the strategy and within budget. Advising regarding purchase of new equipment.</li> <li>• Ensuring sites in the field are compliant with RCVS requirements, POM-V legislation and VMD regulations and RSPCA rules around veterinary drugs, including controlled drugs.</li> <li>• To assist in the creation of and to oversee species specific Veterinary Advisory Panels, or similar structures, that are made up of private vets sympathetic to our aims who may assist with creation of guidelines and other issues.</li> <li>• Signing off larger estimates, referrals and prolonged treatment courses for RSPCA animals, with a focus on pragmatic treatment, good welfare and best value.</li> <li>• To coordinate with the Head of Veterinary- Equine to ensure that work on companion animals and equines is coordinated where appropriate, for example on rehoming and rehoming frameworks.</li> <li>• Working with the prosecution team to ensure guidance is provided appropriately for RSPCA case / prosecution work.</li> <li>• Working with the procurement department to oversee the introduction of preferred pharmaceutical, laboratory and other relevant suppliers into practices who provide care to RSPCA animals. Assisting in the development, implementation and ongoing management of contracts.</li> <li>• Participate in public relations, media activities and fundraising as assigned by the CVO. Provide support and advice to inform the work of these departments, ensuring any content is accurate in relation to health and welfare issues.</li> <li>• To share evidence based clinical guidance with other non- veterinary colleagues such as; inspectorate officers, fundraising, press, L&amp;D and Enterprise departments in conjunction with the CVO.</li> </ul>
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	<ul style="list-style-type: none"> <li>• To assist in the preparation and planning of new veterinary facilities as required, and the refurbishment/rebuild of existing Regional and Branch veterinary facilities.</li> <li>• Without limiting professional obligations, to act in accordance with the management obligations and oversee particular projects or programmes flowing from decisions of the RSPCA CVO.</li> <li>• To work at all times within the RCVS Code of Professional Conduct and to immediately report to the CVO any conflicts that arise between the Code and RSPCA policies or decisions.</li> </ul> <p>While at work all staff are required to:</p> <ul style="list-style-type: none"> <li>• Adhere to the Society's charitable objectives which are to promote kindness and prevent cruelty to animals.</li> <li>• Understand and comply with the Society Code of Conduct.</li> <li>• Take care of their own health and safety and that of others who may be affected by their acts and omissions.</li> <li>• Cooperate with Society policies and procedures.</li> </ul> <p>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.</p>
<b>Key Interfaces</b>	CVO Hospital Directors Veterinary Surgeons and Vet Nurses Senior Clinician - Equine Branches & Partnerships AD Field Operations AD OM (Field) SuperIntendents Animal Welfare Standards Animal Centre Managers Science Team Behavioural Team
<b>The Person</b>	

<b>Personal Attributes and Key Competencies</b>	<ul style="list-style-type: none"> <li>• <b>Specialist knowledge</b> - Extensive understanding of veterinary and animal welfare legal and regulatory frameworks.</li> <li>• <b>Clinical experience</b>- Ability to make sound clinical and policy decisions independently</li> <li>• <b>Planning, action orientation &amp; results driven</b> Organises and prioritises work, with a clear readiness to make decisions, take the initiative and focus on delivery. Ability to lead change and improvement within diverse team.</li> <li>• <b>Influencing &amp; engagement</b> – Ability to influence, motivate and empower others in order to reach organisational goals.</li> <li>• <b>Oral and written communication</b> - Speaks clearly, fluently and in a compelling manner to both individuals and groups.</li> <li>• <b>Flexibility and resilience</b> - Successfully adapts to changing demands and conditions. Maintains effective work behaviour in the face of setbacks or pressure</li> <li>• <b>Personal motivation</b> - Commits self to work hard towards goals. Shows enthusiasm and career commitment with personal energy, enthusiasm and willingness to learn</li> <li>• <b>Leadership</b> – To inspire and lead the Field Operations Team. Communicating and engaging with individuals and teams as needed to ensure they have clear direction and know what they have to achieve to be successful</li> <li>• <b>Corporate Accountability</b> - ability to work in the interest of the organisation as a whole - working closely with colleagues across all functions to get there</li> </ul>
<b>Essential Key Skills, Qualifications &amp; Experience</b>	<p>Extensive clinical veterinary experience in field of small animal veterinary medicine and surgery</p> <p>Experience of clinical governance and audit</p> <p>Experience of creating and embedding clinical guidelines</p> <p>Bachelor's degree in Veterinary Science / Medicine Veterinary surgeon registered with RCVS</p> <p>35 hours CPD per annum to maintain RCVS registration</p>
<b>Desirable Key Skills Qualification &amp; Experience</b>	RCVS Certificate or other advanced qualification in a relevant subject

<b>Creation and Authorisation</b>		
<i>Statements in this Role Profile are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.</i>		
<b>Profile written by:</b> Caroline Allen	<b>Role:</b> CVO	<b>Date:</b> 04.12.2020
	<b>Role:</b>	<b>Date:</b>

<b>Approved by (operations):</b>		
<b>Approved by (HR):</b>	<b>Role:</b>	<b>Date:</b>
<b>Date Job last evaluated:</b>		