



## Role Profile

The Role			
Role Title:	Lead Vet: Branch Liaison	Reporting to (job):	Head of Veterinary: Companion Animals
Legacy job titles covered by this role profile:	n/a New Role	Jobs that typically report into this role:	n/a
Function / Org Unit	Field operations/ Veterinary	Job Number:( <i>to be assigned by Reward</i> )	
Base and travel	Home based Extensive travel	Band ( <i>to be assigned by Reward</i> )	UC
Role Dimensions			
Number of direct reports	0	Manager/Individual Contributor:	Individual Contributor
Number of dotted line reports	0	Budget (Operating/Capital)	TBC
Total No of Reporting Staff (include all direct and indirect reports)	0	Decision Making Authority & Responsibility for Resources	Providing support and guidance to branches and their vets to ensure quality and consistent veterinary treatment and welfare assessment for all animals in the care of the RSPCA.
Working Environment	Home based but extensive travel, including to environments that may be dangerous and challenging e.g. on multi-animal jobs. Emotionally challenging dealing with neglect and cruelty cases.		

<b>Role Purpose</b>	<p>Providing clinical guidance to the branches and to the vets- the majority of whom are in private practice- to ensure consistency and care and compliance with the RSPCA clinical and welfare policies and procedures, as well as with RCVS guidance and VMD regulations.</p> <p>Working with private vets who provide services to the branches to develop an improved understanding of the branch structure and their role and responsibility with regard to the RCVS Code.</p> <p>Supporting vets working for branches and branch teams in relation to challenging cases.</p>
<b>Principal Accountabilities</b>	<p>To support the Branches and Partnerships team in updating the branch partnership agreement and related documents so that this sets out appropriate clinical and animal welfare standards and oversight.</p> <p>To support RSPCA branches to improve the relationship and understanding between them and their vets.</p> <p>To help empower branches to manage these relationships in line with RSPCA policies and procedures.</p> <p>To help empower vets when working with the branches so that they can ensure policies are followed and that the branch is compliant with RCVS rules and is making appropriate decisions for the welfare of animals in their care.</p> <p>To build relationships and improve lines of communication with vets performing work for RSPCA branches.</p> <p>To provide support for these vets with difficult cases and ensure that decision making is in line with the Society's policies.</p> <p>To support the branches on decision making, in line with the Society's policies, particularly where there are possible ethical / welfare issues and/ or high financial costs.</p> <p>To support branches in developing a framework for any welfare assistance work (assisting owned animals when there are financial barriers to treatment), focusing on best value, public benefit and welfare outcomes.</p> <p>To provide welfare training for branches, in conjunction with other national Society vets and science/ behavioural colleagues.</p>

To assist with the roll out of the new welfare assessment tools to the branches and support their ongoing use.

To support Branch Partnership Managers and other members of the Branches team when there are issues, complaints or branch disagreements in relation to clinical matters.

To engage branches so that they are clear on their legal, regulatory and other compliance responsibilities with regard to providing veterinary services. To ensure that Trustees across the Society are aware of these obligations.

To support Branch Partnership Managers and other members of the Branches team in developing their own welfare knowledge.

To work closely with the clinical veterinary team to develop protocols and policies to apply across the Society.

To work closely with the Clinical Behaviour team to ensure that branches are benefitting as much as possible from their expertise, training etc.

To support the animal logistics team in relation to ensuring branch animals are placed where they can have their welfare needs met and respond to welfare concerns regarding branch animal movement.

To liaise with the Head of Veterinary Nursing to ensure that nurses in the branch network are able to access the RSPCA national network for support and to improve the consistency of care.

To work with the branches to support the roll out of a programme of quality improvement, following on from its development in the National Society.

To promote shelter medicine, enabling optimal and cost effective veterinary care of companion animals that protects animal welfare. This is to be done through:

- the production of well evidenced guidelines and protocols to guide the treatment of companion animals in our care.
- provision of support and guidance to private vets doing RSPCA work
- disseminating guidelines internally & externally (nationally and internationally) via meetings, presentations and publications.
- Overseeing clinical audit and ongoing quality improvement at RSPCA sites

To work closely with the Animal Centre Standards (ACS) team, providing support and training to the team of Field Officers in clinical, welfare and regulatory matters as they pertain to branch operations.

To provide support and assistance when branches are found to be in breach of RSPCA licensing conditions or where the ACS team flag concerns of a clinical or welfare nature.

Where necessary to assist in conducting audit inspections of RSPCA branch 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

Complaints - to support the branches and BPM team in relation to serious animal health and welfare complaints. To lead on any complaints made by external vets.

To support branches in carrying out assessments of the root cause of complaints. Where appropriate, share learnings through the branch and veterinary teams. and support the development of effective solutions.

Where requested to provide advice to veterinary surgeons, 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.

Work closely with the CVO to ensure that appropriate standards are in place and are being followed. To flag issues of concern and risk to the wider Society.

To build effective relationships with colleagues in the Operations, Inspectorate, Veterinary and Branches & Partnerships teams, being a role model for collaborative working.

Working with the prosecution team to ensure guidance is provided appropriately for RSPCA case animals within the branch network.

	<p>Supporting branches with relevant procurement decisions.</p> <p>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.</p> <p>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.</p> <p>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.</p> <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>	<p>CVO</p> <p>Branches &amp; Partnerships AD</p> <p>Operations Manager (Branches)</p> <p>Branch Partnership Managers</p> <p>Head of Veterinary: equine and companion animals</p> <p>Head of Clinical Services</p> <p>Head of Veterinary Nursing</p> <p>Hospital Directors</p>

	<p>Veterinary Surgeons and Vet Nurses  Field Operations AD  OM (Field)  SuperIntendents  Animal Welfare Standards  Animal Centre Managers  Animal Movements team  Science Team  Behavioural Team</p>
<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</li> </ul>
<b>Essential Key Skills, Qualifications &amp; Experience</b>	

<b>Desirable Key Skills Qualification &amp; Experience</b>	<p>Extensive clinical veterinary experience in field of small animal veterinary medicine and surgery Experience of clinical governance and audit Experience of creating and embedding clinical guidelines Bachelor's degree in Veterinary Science / Medicine Veterinary surgeon registered with RCVS 35 hours CPD per annum to maintain RCVS registration RCVS Certificate or other advanced qualification in a relevant subject Experience of working as a vet with an RSPCA branch or other charity</p>
<b>Personal commitment to:</b>	<p>Adhere to the Society's charitable objectives, which are to promote kindness and prevent or suppress cruelty to animals.</p> <p>Take care of their own health and safety and that of others who may be affected by their acts and omissions.</p> <p>Uphold the RSPCA's core values</p> <p>Cooperate with Society policies and procedures</p> <p>Understand and comply with any Society Code of Conduct.</p>
<b>RSPCA Core Values</b>	<p>Our values for our employees, volunteers, trustees, branches and future members of our Community Engagement Programme guide everything that we do.</p> <p>They also guide how we work to rescue and care for animals and how we work with individuals, families, communities and other organisations.</p> <p><b>We are compassionate:</b> we care deeply about the lives of animals, we have empathy for people, we act with kindness and consideration at all times</p> <p><b>We are inspirational:</b> we are life changing, we inspire by taking the lead, we speak up when others don't, we take brave decisions, we change animals' lives for the better.</p>

	<p><b>We are committed:</b> we never give up, we have energy and determination, we rescue animals from cruelty and neglect, giving them new opportunities and supporting others in doing so, and advocate for all animals at risk of harm.</p> <p><b>We are expert:</b> we have expert knowledge which we willingly share, we act on the basis of evidence, we underpin our decisions and actions with science, data and experience.</p> <p><b>We act with integrity:</b> we are honest and trustworthy, we act with integrity, we do what's right.</p>
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Creation and Authorisation		
<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> 21.12.2021
<b>Approved by (operations):</b>	<b>Role:</b>	<b>Date:</b>
<b>Approved by (HR):</b>	<b>Role:</b>	<b>Date:</b>
<b>Date Job last evaluated:</b> April 2022		