



Job Description



Job Title: Clinic Manager
Department/Team: Field Operations
Location: Edmonton Clinic
Line Manager's Title: Hospital Facilities Manager

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 a veterinary surgeon.

2. Structure

See Establishment Structure Charts

3. Key Tasks/Job Description

- Assess client's entitlement to receive veterinary services at the RSPCA Animal Clinic, general telephone and reception duties
- 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
- May provide assistance as required to the Veterinary staff during clinic sessions eg assist with animal handling and dispensing of drugs.
- Support veterinary staff duties in animal care.
- Provide basic animal welfare advice to clients visiting the clinic and through telephone enquiries
- Coordinate and undertake general cleaning duties throughout the clinic including equipment, animal quarters and premises. Responsible for ensuring that all areas of the clinic are cleaned daily, paying special attention to clinical areas eg. Consulting room, and waiting room
- Monitor and maintain stock levels of all drugs, stationery and Veterinary equipment and re-order as necessary; ensure drug batch numbers recorded as required.
- Maintain clinic records and ensure all clinic admin work is kept up to date. provide statistics for the Hospital Administrator in order that statistical returns can be produced in respect of hospital groups and submitted to HQ
- Accepting payment in respect of treatment and drugs/prescriptions.
- Undertake daily cashing up and banking procedures, and monthly cash reconciliation returns
- Coordinate with Hospital to ensure rota covered

- Books appointments and operations.

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 April 2018. It should not be seen as precluding future changes.

PERSON SPECIFICATION**Clinic Manager**

	ESSENTIAL	DESIRABLE
PROFESSIONAL AND/OR TECHNICAL QUALIFICATIONS	GCSE level qualification or equivalent.	
EXPERIENCE	Previous experience of small animal veterinary practice or animal establishment together with administrative experience.	
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)		