

Veterinary Assistant Job Description Template

POSITION OVERVIEW

Reports to: Veterinarians, Lead Certified Veterinary Technician, Practice Managers, Owners

A Veterinary Assistant helps the Certified Technicians, Veterinarians and Customer Service Representatives in all duties of the hospital. The veterinary assistant assists the veterinarian with exams, procedures, and patient treatments; takes care of the everyday needs of pets in the hospital ward; answering phones; and helps maintain the hospital facility, keeping it neat and clean. Must maintain a professional and respectful attitude, demonstrate a willingness to learn, and be willing to adapt to the changing demands of the hospital.

An employee in this position must have a sense of caring for animals, be able to lift approximately 50 pounds, walk dogs weighing up to 130 pounds, work on feet all day, and read and understand English.

This position requires the ability to adapt to changing priorities, a practical knowledge of hospital organization and services, the basic rules and regulations governing animal patient treatment, work processing, and a practical knowledge of the standard procedure, veterinary records and terminology used in the hospital. The responsibilities may vary with current needs of the hospital team, the season of the year, and the individual abilities demonstrated by the employee. This is an overview of the position and the duties listed do not encompass the entire position. The veterinary assistant is under the direct guidance and supervision of the Veterinarians, the lead Certified Veterinary Technician, and the Practice Manager.

POSITION REQUIREMENTS

- Previous work experience preferred but not required
- HS Diploma or equivalent

PRIMARY JOB RESPONSIBILITIES

Patient Care

- Perform appropriate and safe patient restraint
- Responsible for all duties regarding patient intake/check-in
- Preparation and administration of medications and fluids.
- Perform a variety of non-invasive procedures such as nail trims, ear cleanings, and anal gland expression.
- Assess changes in patient status
- Perform and interpret patient vital signs
- Position and obtain diagnostic radiographic images
- Care for hospitalized patients according to treatment sheets in a timely manner, accurately record treatments, discuss concerns or suggested changes with the

veterinarian as appropriate based on patient clinical status, demeanor, or other situations.

- Enter basic medical record information such as patient history, dictated exam findings, and treatments performed.
- Awareness of emergency protocols, evacuation routes, and SOP/MSDS binder locations.
- Be familiar with RECOVER protocols, and able to perform and accurately record during CPR.
- For those interested, can learn and perform basic technical skills such as placement of IV catheters, venipuncture, cystocentesis, use of in house laboratory equipment, and preparation of samples for submission to outside laboratories.
- Maintain medical records for patients coming in for daily appointments, including scribing for the veterinarians.
- Any other duties as assigned.

Facility

- Cleaning of patient cages
- Cleaning of exam rooms
- Keep up with laundry and dishes
- Stock supplies and maintain order lists
- Cleaning of treatment and surgical areas
- Keeping common areas cleaned, organized and free of clutter/hazards.
- Any other duties as assigned.

Public Relations

- Professional and respectful attitude
- Knowledge of preventive health care plans
- Ability to explain triage recommendations, emergency stabilization, CPR procedures, home care instructions, etc.
- Maintain adequate supply of client education materials
- Perform follow up and reminder recalls
- Answer phones professionally and in a timely manner
- Assist in marketing programs

Administrative

- Computer skills:
 - Check in and check out of clients
 - Entry of medical and retail codes
 - Entry of medical history into patient records
 - Entry of all client communications into patient or client record
 - Schedule appointments (when needed)
 - Decipher and enter pertinent history into patient records (deworming, vaccinations, microchip, FELV/FIV test, medications, previous diagnostics, etc.)
- Meetings
 - Participate in team meetings

- Participate in coaching meetings

PHYSICAL EFFORT

The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee is frequently required to bend, stand, stoop, walk, sit, talk and listen; will use hand to manipulate, handle or feel; will reach with hands and arms. The employee must be able to occasionally lift and/or move up to 50 pounds.

WORK ENVIRONMENT

While performing the duties of this job, the employee is exposed to hazards associated with aggressive patients; infected animals; controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches and animal wastes; possible exposure to contagious diseases. This is not an exhaustive list.