

JOB DESCRIPTION

Job title:	Head Veterinary Nurse
Accountable to:	Head of Clinic
Department:	Clinic
Location:	London

Context

The Mayhew is a unique organisation. Our passionate and diverse team of around 80 staff and 150 volunteers provides expert veterinary care, rescue and rehoming services, programmes in the community, and guidance and support to improve the lives of dogs and cats in need, in London and abroad. Currently the need for our services is greater than ever so we are looking to recruit a Head RVN with an interest in shelter and charity medicine.

We have had a community vet clinic on site at our historic Northwest London shelter since 1925. For nearly 100 years, our London clinic has delivered many tens of thousands of treatments to dogs and cats. Through our modern, well equipped veterinary clinic we provide a range of preventative veterinary treatments free of charge, and without judgment, to those who are unable to afford it. We also carry out a wide range of surgeries and treatments in order to prepare the Mayhew animals in our care for rehoming.

Our clinic is RCVS accredited and we are a training centre for veterinary students at the University of Surrey. More information about us can be found here [Vet Clinic - Mayhew \(themayhew.org\)](http://VetClinic-Mayhew.themayhew.org).

Job purpose/summary

Our Clinic operates 7-days per week and open to the public Monday to Saturday. Our Head RVN works 35 hours per week, 8.30am to 4.30pm, Monday to Friday. From time to time we require extra cover on weekends and bank holidays, and out of office hours in the event of an emergency. A share of the extremely quiet, on-call rota is required, this averages about five nights a month which is paid as overtime,

We are a caring and supportive team which when fully staffed will include 3/4 vets, 3/4 nurses, and a clinic receptionist, we are also supported by the lovely animal care team and our volunteers who regularly help us out in the clinic giving our nurses more time to be nurses!

We are looking for a Head Nurse who is a qualified RVN with 5 years + PQE, ideally experienced in shelter medicine, who shares our compassion and commitment for animal welfare. The Head Nurse will bring inspirational, progressive and collaborative leadership to our team of nurses, animal carers and clinic receptionist.

CPD is funded and encouraged. RCVS and VDS membership paid. We offer a caring and supportive team, lots of variety and the opportunity to make a lasting difference to the lives of dogs and cats and pet owners who increasingly rely on us in these very challenging times.

Key relationships

- Head of Clinic and Clinic team
- Head of Operations
- Head of Kennels
- Head of Cattery
- Clinic Receptionist
- Vet Surgeons, RVNs
- Community Animal Support Manager

Main areas of responsibility

Providing excellent veterinary care and supporting the operation of an effective and efficient veterinary clinic

- To provide the highest standards of care and welfare for in-house and outpatient animals in our London clinic in accordance with Mayhew protocols and practice.
- To organise the daily running of appointments, the clinic diary, operations and clinics, staff training as necessary and to carry out administrative duties to ensure the smooth running of the clinic
- Lead a team of nursing, animal carers, reception staff and volunteers
- Assist the veterinary surgeons with surgery and clinics for inpatients and outpatient animals and carry out clinical nursing duties as required.
- Ensure good communications between all departments.
- To allocate areas of responsibility to all nurses and ensure this is carried out fully and all records are kept up to date.
- Ensure adequate presence on Clinic reception.
- To produce information for Fundraising and Engagement and other departments on request regarding cases of interest etc.
- To produce monthly rotas, including on call rota.
- To ensure good stock control and rotation is implemented.
- Produce monthly KPIs' or reports on request of Senior Management.
- Arrange annual servicing for equipment in the clinic and ensure that all service records for equipment are up to date

Learning and Development

- To ensure student nurses are allocated sufficient time with their Clinical Coach for ongoing training and tutorials.
- To support all work experience placements, including EMS Vet Students, participants on Mayhew's International Vet Training Programme and University hosting.
- To ensure own knowledge and skills are kept up to date and CPD requirements are fulfilled
- To inform your line manager of any gaps in knowledge and identify training needs.

Regulatory and compliance

- Maintain a high standard of customer service and comply with relevant Veterinary codes of conduct and GDPR legislation
- In conjunction with the Head of Clinic adhere to Standard Operating Procedures and Risk Assessments for all clinical areas in addition to maintaining the RCVS Practice Standards Scheme requirements.
- Liaise with Head of Clinic to assist with scheduling of regular clinic meetings.
- Regularly review the effectiveness and efficiency of the clinic with the Head of Clinic

General

In addition to the specific duties and responsibilities outlined in this job description, all Mayhew employees should be aware of their specific responsibilities towards the following:

- Mayhew is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role
- Adhere to all health and safety and fire regulations and to co-operate with the charity in maintaining good standards of health and safety
- Adhere to all Mayhew policies and procedures at all times
- Actively promote and support the safeguarding of dogs and cats in need, observing and adhering to values and policies on animal welfare
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the charity into disrepute
- Promote and sustain a responsible attitude towards equal opportunities and diversity
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

PERSON SPECIFICATION – Head Veterinary Nurse

RVNs are accountable for their conduct and standards, as defined in the RCVS Code of Professional Conduct.

Criteria	Essential	Desirable
Knowledge, educational & professional qualifications	<ul style="list-style-type: none"> Listed member of the Royal College of Veterinary Surgeons Knowledge of RCVS Small Animal General Practice Standards Knowledge of dog and cat behaviour Familiarity with good practice animal welfare policies and procedures 	<ul style="list-style-type: none"> Knowledge of the animal welfare sector and/or knowledge of the charity sector
Experience	<ul style="list-style-type: none"> Providing veterinary care in a small animal practice in the UK Confident and competent in the basics of surgery, medicine, dentistry and diagnostics Communicating difficult decisions, using sound judgment and a diplomatic approach Experience of dealing with distressing situations and/or distressed animals 	<ul style="list-style-type: none"> Experience of providing veterinary care in a rescue/shelter medicine environment
Skills / Abilities	<ul style="list-style-type: none"> Able to exercise sound decision making in line with professional responsibilities and duty of care Excellent verbal and written communication skills Ability to communicate strategies, policies, procedures, plans and other organisational information to a variety of audiences in a style relevant to each Professional, friendly, calm and caring manner – whether client facing or within the team Collegiate and co-operative approach, supporting colleagues as needed Able to make judgments, take qualified risks and make decisions with confidence, taking responsibility for the outcomes Able to work well in a sometimes pressured and emotive environment Able to exercise sensitivity and tact, ensuring client confidentiality at all times IT literate with good experience of MS Office and other relevant IT systems as appropriate for the role 	

Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities