



Operations - Veterinary

Job Title:	Senior Veterinary Nurse
Reporting to:	Veterinary Nurse Manager
Responsible for:	Veterinary Nurse x 1-2
Dogs Trust Grade:	D
Location:	London office

Job Purpose

To manage both internal and external enquiries related to the Shared Adoption Scheme (SAS) and Veterinary Support Fund (VSF) along with other general veterinary nursing matters required within the organisation. To lead and organise the daily VN workload and ensure the VNs working within their team are working within the Dogs Trust (DT) ethos and SOPs. To provide support to Veterinary Nurses in the rehoming centres and training to new members of office and rehoming centre staff.

Overview of the Department/Team

The Dogs Trust Veterinary Department is a friendly team of veterinary nurses, veterinary surgeons and administration support working in the London Office. The primary responsibility for this team is to provide case guidance and management options for dogs within our care across our network of rehoming centres and other veterinary related schemes such as Outreach, Supported vet care schemes (Shared Adoption Scheme (SAS) and Veterinary Support Fund (VSF) and the Emergency Trust Fund (ETF)). Case Referrals or approval for ongoing or further treatments are authorised by our team. This includes running and managing the pharmacy that supports dogs on the VSF and SAS schemes.

Relationship building, and management is a key area of the team and our duties, and this involves regular visits by all members of our team to the rehoming centres. We manage expectations between various groups across this network such as the Rehoming Centre Management, London office and Regional behaviour and operations teams plus the external veterinary practices who support us.

Delivering training courses to staff across Dogs Trust is a core area for the department, one of the most important areas for this training focusses on Caring for Canines. This is delivered to all new rehoming centre staff.

All other departments within Dogs Trust utilise the veterinary professional expertise within the Veterinary Department to help guide and inform their projects. The Department also provides individuals to represent Dogs Trust at external stakeholder meetings.

This role, working in combination with the other Senior Veterinary Nurses will ensure the VN team is managing the daily workload. They will be working as part of the veterinary team at the London office and as part of this will manage and participate in the day to day running of the pharmacy. The Senior Veterinary Nurses will be responsible for managing specific veterinary team projects under the direction of the VN Manager. Although this is primarily an

office-based role, there may be clinical work required as necessary within our rehoming centres or for external events.

Key areas of accountability

Effective management of VN team workload, including:

- Respond promptly to SAS/VSF telephone and email enquiries via Microsoft Outlook and Salesforce software, meticulously documenting all interactions with owners and veterinary professionals. This ensures efficient communication and comprehensive record-keeping for future reference.
- Coordinate with owners, veterinary practices, referral centres, and Dogs Trust rehoming centres to facilitate treatment approval for SAS/VSF dogs. This involves liaising with multiple stakeholders to streamline the approval process and expedite necessary treatments.
- Foster relationships with SAS/VSF adopters and their veterinary practices to optimise the efficient and cost-effective utilisation of the Scheme. Building rapport with stakeholders fosters cooperation and enhances the effectiveness of veterinary support initiatives.
- Assume the role of Duty Manager within the Department's escalation process, resolving concerns from adopters or vets and managing challenging situations regarding ongoing veterinary care and financial support. Acting as a point of contact for escalated issues ensures timely resolution and maintains positive relationships with stakeholders.
- Reviewing Applications and Panel Meetings: Collaborate in reviewing applications and attend panel meetings to decide whether dogs can be placed on the VSF scheme, ensuring thorough evaluation and appropriate decision-making.

Work closely with Veterinary Managers to continuously evaluate veterinary-supported projects, ensuring alignment with the current needs of dogs and their owners. This involves assessing project outcomes and adjusting strategies to meet evolving requirements and priorities.

Foster and nurture relationships with internal and external stakeholders of the Veterinary Team, ensuring effective communication of pertinent information. Building strong relationships fosters teamwork and ensures stakeholders are kept informed of relevant developments and decisions.

Provide expert veterinary guidance and support to various departments within the organisation, leveraging veterinary expertise to develop processes and protocols. Offering guidance ensures adherence to best practices and promotes synergy across different departments.

Maintain regular communication with the rehoming centre Veterinary Nurses and conduct ensure the veterinary procedures support the veterinary function at Rehoming Centres. This involves providing guidance and resources to ensure the delivery of high-quality veterinary care at rehoming centres.

Collaborate with Rehoming Centre management for Veterinary Nurse recruitment, assisting with interviews and conducting inductions for new hires.

Work together with management teams at various levels to establish and uphold veterinary standards across Rehoming Centres. This includes developing and implementing policies and procedures to ensure consistent adherence to veterinary best practices and regulatory requirements. An example would be managing the RCVS practice standards scheme and SOPS.

Conduct assessments across all UK rehoming centres to ensure compliance with core veterinary guidelines and implement necessary improvements. Regular assessments identify areas for enhancement and promote teamwork in driving continuous improvement.

Develop educational materials and deliver training sessions on veterinary topics to support staff and external stakeholders. Providing training enhances knowledge and skills, fostering cooperation and continuous improvement in care delivery.

Ensure efficient management of invoices from associated veterinary practices and enhance compliance with supported vet schemes. This involves reviewing invoices for accuracy, tracking payments, and implementing measures to improve compliance with financial guidelines and regulations. Meetings with external and internal stakeholders are essential to support these.

Line manage a team of Vet Nurses through regular one-to-one meetings, recruitment activities, and professional development initiatives. Provide professional support to all VNs across Dogs Trust, whether directly within the department or indirectly to the rehoming centre vet nurses (RCVNs).
Provide professional support to rehoming centre locum Veterinary Nurses to ensure continuity of veterinary care and effective recruitment processes. Offering support and guidance to locum staff fosters teamwork and contributes to a positive working environment.
Oversee the Central DT Pharmacy operations to guarantee timely and accurate medication dispensing for SAS/VSF dogs. Adhere strictly to regulatory standards to ensure medication safety and efficacy.
Take responsibility for the veterinary aspects of the practice management system of Dogs Trust. Liaising with the rehoming centres, IT, operations and external supplier and the veterinary wholesaler to ensure ongoing needs are met.
Any other reasonable duties.

Person Specification
<i>Essential skills, qualifications, experience, and attributes</i>
Registered Veterinary Nurse with recent practice experience.
Excellent administrative and interpersonal skills.
Experience and a good working knowledge of Microsoft Office suite.
A keen interest in animal welfare, commitment to the objectives of Dogs Trust and desire to work in the charity sector.
Self-motivated and an ability to show initiative under pressure whilst also able to work well with a team.
Excellent communication skills both written and verbal to ensure good working relationships with adopters, veterinary professionals, and other departments within Dogs Trust.
Willingness to assist with out of hours events if required (appropriate lieu time will be given).
Possess an interest or skills to contribute to the team from the specific focus area of the role.
Ability to travel with some overnight stays.
Ability to manage and prioritise a varied workload.
A knowledge of dogs and their welfare requirements, including an appreciation and understanding of dog temperament and emotional state.
A reasonable level of fitness, stamina and mobility is required to meet the varied physical demands of the role.
Emotional resilience to manage the potential demands of the role.
Valid manual UK driving licence.
<i>Desirable skills, qualifications, experience, and attributes</i>
Experience of assessing under VN training schemes.

Additional information
Working hours are 9am to 5pm, this includes a degree of agile working which will require a minimum of 2 days a week based at the London office in Angel.
Flexibility is necessary depending on the work required, including travel nationally and internationally with overnight stays.
Last revised: August 2024

