Operations – Rehoming

Job Title:	Veterinary Nurse
Reporting to:	Welfare Manager
Responsible for:	Veterinary Assistant
Dogs Trust Grade:	E
Location:	Rehoming centre

Job Purpose
To manage the veterinary suite and other veterinary facilities. Oversee the medical care and welfare of dogs within the centre, foster care and Homestay schemes and also during post adoption support. As the sole charge position, be the main point of contact for veterinary related matters within the rehoming centre.

Overview of the Department/Team
The Rehoming department is responsible for helping as many dogs as possible find their forever homes, whether they are cared for in our network of Rehoming Centres, in a foster home or by their current owner using the Homestay scheme. We strive to achieve excellence in our rehoming processes and to ensure the highest standards of veterinary and behaviour care through our highly skilled teams.

Key areas of accountability
Efficiently manage the veterinary suite and other vet facilities to ensure effectiveness.
Line manage the Veterinary Assistant, through day-to-day supervision, regular one-to-one meetings and professional development, support and coaching.
To support and assist the Veterinary Surgeon in the consultation room, maintaining clinical notes and dispensing medications, whilst following correct legislation.
Provide care and maintain medical welfare for all animals falling under the rehoming centre remit, whether in kennels, foster care or Homestay, working with management teams to ensure patient comfort and safety. Communicate with the London Veterinary team and centre Vet in order to assist with decisions for dogs regarding rehoming and/or medical pathways. This may involve transportation of dogs to vet practices or referral clinics.
Work closely with the Behaviour team to ensure a joined-up approach to the holistic welfare and wellbeing of dogs.
Scheduling of appointments and clinical work, pre- and post-consultation/operation updates of patient records, invoice processing along with other administrative tasks relating to patients and the running of the veterinary suite/room.
Provide a high standard of customer service to members of the public and adopters when meeting them in person or dealing with them over the phone/by email. To provide pre- and post-adoption support to new adopters.
Maintain high standards of cleanliness and hygiene in all areas and equipment associated with the vet facilities, providing advice, and assisting in the implementation of barrier nursing procedures and protocol when necessary. Ensure the correct disposal and treatment of all clinical waste.
Order and maintain stock levels, ensuring suitable storage and temperature levels are kept

and oversee drug administration. Confirm regular stock checks are conducted and recorded in conjunction with Dogs Trust protocol and legal requirements.
To liaise with external vets to request intake and pre-adoption assessments for dogs in foster care or Homestay.
Assist with the training and education of veterinary students that undertake EMS placements within the rehoming centre and other work placements as required.
Prepare for and present information regarding dogs of concern for reviews.
Be responsible for self-development and keep up to date with the latest thinking on canine veterinary care, attending internal training courses, CPD courses and meetings as requested by the management team.
For rehoming centres with surgical facilities, support and assist the veterinary surgeon in all aspects of surgery.
This role may be required to work in the kennels on an occasional basis, undertaking Dog Welfare Assistant duties ensuring the dogs in our care are appropriately looked after. Training will be given as part of the induction/probation period.
Any other reasonable duties.

Person Specification
Essential skills, qualifications, experience, and attributes for Shortlisting purposes
Veterinary Nurse qualification and entry on RCVS register.
Experience of overseeing veterinary students and able to supervise others.
Willingness to work with members of the public, staff and volunteers.
Excellent communication skills, both verbal and written, and interpersonal skills.
Evidence of working well in a team.
Good organisational and time management skills.
Able to work in fast paced, pressured environment.
Experience of working on own initiative and have good judgement to escalate issues or seek guidance as appropriate.
Knowledge of dogs and their welfare requirements, including an understanding of dog temperament and emotional state.
Understanding of the importance of great customer service, with experience of providing excellent customer care.
Excellent IT skills, with experience of working across the Microsoft suite (Outlook, Word, Excel, Teams and SharePoint) and databases.
Full, clean manual UK driving licence and confident driving a variety of vehicles.
Desirable skills, qualifications, experience, and attributes
Experience of line management, with the ability to coach, mentor and support team members.
Experience of a charity/welfare/shelter medicine organisation.
Commitment to the aims and objectives of Dogs Trust.

Our values and behaviours
The culture at Dogs Trust is based on our values and behaviours which underpin everything that we do. **<u>We dream big</u>** **Thinking boldly** – We channel our passion and commitment to be open to new ideas and possibilities, and to be brave enough to generate and try out new ways of working. **Embracing change** – We have the courage, imagination and flexibility to focus on what really matters and adapt as needed to turn our dreams into reality. **<u>We're on the ball</u>** **Staying curious** – We pay attention to what's going on around us and remain open-minded. We learn from others and consider different angles and perspectives. **Focusing on impact** – We are passionate about the difference we make. We use our knowledge and experience to plan our work, solve problems effectively and achieve what we set out to do.

We make things happen
Being proactive – We have a positive, can-do attitude. We actively build strong relationships with others to solve problems and create opportunities.
Working together – We are collaborative and inclusive. We create relationships based on kindness, trust and respect to bring out the best in ourselves and others.

Additional information
Rehoming Centres are operational between 8am to 7pm every day of the year. Colleagues will be required to work early and late shifts on a rota basis. Colleagues are expected to work one weekend in two and on bank/public holidays on a rota basis.
All Rehoming Centre staff are provided with a uniform and are expected to maintain this to a high standard of presentation.
A reasonable level of fitness, stamina and mobility is required to complete the varied physical demands of the role.
This role presents potential emotional demands, which may require a level of resilience.
This role may involve travel, including staying away from home on occasion, for training, meetings, and conferences.
Last revised: August 2026

disability confident EMPLOYER