



Operations - Veterinary

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| Job Title: | Veterinary Nurse |
| Reporting to: | Senior Veterinary Nurse |
| Dogs Trust Grade: | E |
| Location: | London office |

Job Purpose

To liaise between adopters of dogs on the Shared Adoption Scheme (SAS)/Veterinary Support Fund (VSF) and their veterinary practices to approve procedures and treatment to be funded by Dogs Trust. To provide clarification on the terms and conditions of the schemes or for decisions made. To provide support to Veterinary Nurses in the rehoming centres and training to new members of rehoming centre staff. To staff the Dogs Trust Pharmacy associated with the SAS/VSF, located in the London office, on a rota basis.

Overview of the Department/Team

The Dogs Trust Veterinary Department is a friendly team of veterinary nurses and veterinary surgeons 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.

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, Head Office and Regional behaviour and operations teams plus the external veterinary practices who support us.

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 will be working as part of the veterinary team at the London office, primarily involved with the daily management of the Shared Adoption Scheme and Veterinary Support Fund. The day-to-day operation of this. Although this is primarily an office-based role, there may be clinical work required as necessary within our rehoming centres.

Key areas of accountability

Effective communication and liaison, including:

- Respond promptly to SAS/VSF enquiries via phone and email using Microsoft Outlook and Salesforce, keeping detailed records of interactions with owners and veterinary professionals.

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| <ul style="list-style-type: none"> • Coordinate with owners, veterinary practices, referral centres, and rehoming centres for treatment approval for SAS/VSF dogs. • Build relationships with SAS/VSF adopters and their veterinary practices to facilitate efficient and cost-effective use of the schemes. • Oversee the Emergency Trust Fund (ETF) administration, including financial allocations for emergency treatments. |
| <p>Invoice and financial management, including:</p> <ul style="list-style-type: none"> • Examine and approve invoices for SAS/VSF dogs and rehoming centres, ensuring treatments are relevant and within Dogs Trust guidelines. • Liaise with veterinary practices and the Dogs Trust finance team to resolve discrepancies or deductions. |
| Staff the Central DT Pharmacy on a rota basis, handling postal prescriptions, ordering, and dispensing medication, and ensuring compliance with RCVS and VMD guidelines. |
| Provide professional support to rehoming centre VNs and VNA's, including regular visits. |
| Maintain contact with veterinary software providers and address network queries in collaboration with IT and Operations. |
| Ensure publicity materials reflect the latest information and manage updates and distribution. |
| Develop and deliver internal and external training on veterinary topics, such as induction training and SAS/VSF processes. |
| Provide veterinary advice and support to other departments within Dogs Trust, potentially including international travel. |
| Provide locum VN cover for rehoming centres and external events, working independently at rehoming centres or in the field. |
| Undertake any other reasonable duties as required to support the effective functioning of the veterinary department and Dogs Trust as a whole. |
| Any other reasonable duties. |

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| 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. |
| Valid manual UK driving licence. |
| 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 to meet the varied physical demands of the role. |
| Emotional resilience to manage the potential demands of the role. |
| <i>Desirable skills, qualifications, experience, and attributes</i> |
| Experience of assessing under VN training schemes. |

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| 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

