



Operations - Veterinary

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| Job Title: | Veterinary Surgeon |
| Reporting to: | Senior Veterinary Surgeon |
| Dogs Trust Grade: | D |
| Location: | London office |

Job Purpose

To provide the veterinary point of contact for clinical guidance and advice to Dogs Trust rehoming centres, associated veterinary practices and veterinary related schemes. To also act as a source of veterinary professional information within Dogs Trust and represent Dogs Trust externally.

Overview of the Department/Team

Dogs Trust is the largest dog welfare charity in the UK with a nationwide network of rehoming centres and charity shops. Dogs Trust centres typically care for around 14,000 dogs per year; we never put a healthy dog down.

Dogs Trust Veterinary Services is a friendly team of veterinary nurses, veterinary surgeons and an admin team 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, Shared Adoption Scheme (SAS), 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 role will be working as part of the Veterinary Services team at the London office, primarily involved with case management, centre relationships and guiding other internal Dogs Trust teams. Although primarily a non-clinical role, there may be clinical work required and the post-holder must have a strong foundation of clinical post-graduate veterinary experience.

The post holder must be registered as a practicing Veterinary Surgeon with the RCVS. Working hours are 9am to 5pm, however flexibility is necessary plus travel and overnight stays if required. They must also be entitled to residency.

Key areas of accountability

Be the veterinary point of contact for clinical guidance of cases involving Dogs Trust:

- Dogs in the rehoming centres ensuring an excellent standard of care, following Dogs Trust protocols, whilst maintaining an objective and pragmatic approach.
- Dogs covered by the Emergency Trust Fund, Together Through Homelessness and Freedom schemes, following the requirements of the relevant scheme.
- Dogs part of the Shared Adoption Scheme, Veterinary Support Fund, as well as collaborating with the Veterinary Nurse Managers to improve our approach to the schemes as required.

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| <ul style="list-style-type: none"> Working as part of the team in the Dogs Trust Pharmacy. |
| <p>Manage the veterinary related phone calls and email inboxes to ensure that queries are replied to efficiently and appropriately; maintaining the associated databases to keep accurate records of contact made and communicating decisions promptly to the appropriate groups.</p> |
| <p>Build and manage relationships with the rehoming centres, associate veterinary practices, referral centres and out of hours providers. This will involve being part of the team responsible for visiting all the rehoming centres regularly throughout the year to discuss veterinary protocols and monitor the health and welfare of the dogs.</p> |
| <p>Using professional knowledge to provide veterinary information and guidance to other departments within Dogs Trust. This may be independently or under guidance of the Senior Veterinary Surgeon.</p> <ul style="list-style-type: none"> Providing advice and reviewing information (such as images, text, social media posts) on veterinary matters for use by the communications and public affairs departments and, where necessary, representing Dogs Trust in the media. Reviewing and amending information and materials from a veterinary perspective for all the other Dogs Trust teams, such as Behaviour, Marketing Operations and Worldwide This may involve working with other teams to develop materials for specific projects. |
| <p>Be responsible for and manage individual projects where necessary. This will involve working with other teams within Dogs Trust to obtain and relay information to the appropriate staff members and providing updates to the relevant parties.</p> |
| <p>Undertake sole charge clinical veterinary work in our rehoming centres if required.</p> |
| <p>Deliver, and where necessarily develop, training for Dogs Trust staff and other external groups.</p> |
| <p>Represent the Veterinary Services team internally and at external meetings or events.</p> |
| <p>To undertake any other reasonable duties as required.</p> |

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| <p>Person Specification</p> |
| <p><i>Essential skills, qualifications, experience, and attributes</i></p> |
| <p>Registered MRCVS with considerable experience in decision making within a diverse range of small animal practice situations.</p> |
| <p>Ability to provide pragmatic and considered solutions and review points for case management.</p> |
| <p>Confident working sole charge for consultations</p> |
| <p>Efficient administration and organisational experience with ability to prioritise workload, including a willingness to be flexible to work as part of a team.</p> |
| <p>Ability to develop good working relationships, on an individual basis, and as part of a team.</p> |
| <p>Excellent and professional communication skills to deliver information clearly, concisely and appropriately at all levels.</p> |
| <p>Commitment to the aims and values of Dogs Trust and a desire to work in the charity sector.</p> |
| <p>Self-motivated and accustomed to using own initiative.</p> |
| <p>Willingness to travel as required by the organisation</p> |
| <p><i>Desirable skills, qualifications, experience, and attributes</i></p> |
| <p>Valid manual UK Driving licence.</p> |
| <p>Veterinary practice management and/or project management.</p> |
| <p>Confident with sole charge routine first opinion surgery</p> |
| <p>Good working knowledge of Microsoft Outlook, Word, and PowerPoint.</p> |
| <p>Experience working with/in charities to understand the differences in working in this environment.</p> |

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| <p>Additional information</p> |
| <p>Financial Responsibility: The post holder will be responsible for guiding and managing clinical cases, normally within welfare parameters, however it may be necessary to place restrictions around finances. The budget is set by the Operations Director, who monitors and manages the ongoing accumulating costs. The post holder will be responsible for their appropriate expenses and travel within organisational guidelines.</p> |

Management of people: No formal line management

Health and Safety: All individual employees have a duty of care for their own health and safety and that of others who may be affected by your actions.

Data Protection: All staff are responsible for ensuring they understand and apply the rules and policy for data management. All employees are responsible for ensuring they understand and apply the rules and policy for data management.

Last revised: August 2024

