Veterinary Services Manager

We want the best person possible to help Build an Exciting Future

The Humane Society for Tacoma and Pierce County (HSTPC) is looking for a new Veterinary Services Manager to manage the day to day operations of our veterinary department and community clinic. HSTPC is one of the oldest Humane Societies in the US formed in 1888 and one of the largest Humane Societies in the Pacific States by animal intake and takes in around 10,000 animals per year.

We are at a critical juncture in the development of our veterinary services and we have ambitious plans for the future as we are looking to launch a community spay/neuter and vaccination clinic; developing other veterinary initiatives and we will also be building a new shelter within the next four years which will include a new veterinary hospital.

The veterinary department provides an essential service to the HSTPC to support the Society’s critical work in helping save thousands of animals every year and finding them new forever homes.

Position Requirements

The Veterinary Services Manager requires a working knowledge of shelter medicine having worked as at least a Veterinary Technician within an animal shelter. This position assists in fulfilling the mission and vision of HSTPC by managing all aspects of the veterinary department which currently consists of around 16 employees.

Job Summary

The Veterinary Service Manager is responsible for the day to day operations of the veterinary department, ensures that complete and accurate records are maintained, ensures all department staff are adhering to proper pre, peri and post-operative care of animals served and is responsible for the management of inventory and budgets. They will delegate duties as needed to achieve department goals including producing schedules and oversee staff to ensure individual duties are being completed. This position is a management position that provides leadership, direction and discipline when necessary.

They must be able to work in emotional situations while remaining poised and professional. This position requires flexibility, high energy, strong problem-solving skills, a solution-based mind-set, and effective positive communication skills augmented by a compassionate spirit. As with every position within HSTPC, the Veterinary Services Manager is expected to be a positive ambassador for the organization, abide by and promote its mission, policies, and vision.

Essential Duties and functions and other criteria can be found on our website.

www.thehumanesociety.org
The Humane Society for Tacoma & Pierce County

JOB DESCRIPTION

<table>
<thead>
<tr>
<th>JOB TITLE: Veterinary Services Manager</th>
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<tbody>
<tr>
<td>DEPARTMENT / CLASSIFICATION: Veterinary / Exempt</td>
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<tr>
<td>REPORTS TO: Operations Director</td>
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<td>SUPERVISES: Veterinary Staff (approximately 16 employees)</td>
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**Essential Duties and Functions:**

- **Oversees and manages the day to day veterinary functions** for all HSTPC animals and animals being treated by HSTPC, to ensure quality and professionalism.
- **Must be able to manage budgets successfully** – including carry out a monthly budget check to make sure we are on target and spending appropriately, assist in the production of annual budgets and operational plans. Manage the equipment budget and source the best deals for purchases.
- **Inventory management of medical supplies is critical** – must ensure that the department does not run short of medical supplies and also ensure that supplies are managed within budget. Day to day management of inventory may be delegated to other members of the department but the Manager is ultimately accountable for inventory management.
- **Manages the workflow of the department,** including that of the surgeons and veterinarians and department staff (i.e. surgery schedule; staff work schedules; vacation schedules)
- **Oversee Health & Safety** in the department and annual safety risk assessments.
• Oversees maintenance and replacement of equipment
• Manages the hiring, training and development of technical staff, along with recommendations of Veterinarian needs and hiring
• Managing partnerships with drug companies, Veterinary Clinics contracts, etc.
• Achieving value for money in purchasing without compromising animal welfare
• Contributes to annual review Shelter Standard Operational Procedures (SOPs) - Maintaining development of Veterinary Department Operational procedures and ensuring all data is updated and maintained.
• Ensure record keeping is achieved throughout the department
• Undertakes annual reviews, and deals with performance issues of all departmental staff
• Deals with Veterinary-related complaints in conjunction with the Marketing & Communications Department
• Ensures SOPs of all departmental activities related to veterinary medical care of animals at HSTPC are updated, current and utilized in accordance to the organizational DEA standards and ensures that services provided are consistent.
• Ensures that euthanasia is carried out in a compassionate and timely manner and that euthanasia is only carried out on medical or behavioral grounds. Maintains medical records to ensure staff provide appropriate treatment and follow-up.
• Oversees and participates in training and continuing education for the department.
• Supervises and coaches’ staff by providing regular, ongoing feedback and direction via staff meetings, contributions for performance evaluations and continued education.
• Ensures that veterinary department Interfaces with other departments effectively and helpfully.
• Responsible for “on call” coverage (via cell phone) for telephone consultations re: emergency care.
• Provides guidance to staff for situations that require immediate problem solving.
• Working with other staff, develops protocols and monitors the control and accurate recording of controlled substances and supplies used in the department as required by the DEA.
• Performs other duties as assigned.

Qualifications and Experience:

Providing veterinary services within a shelter environment is different to operating in a commercial veterinary practice and while we welcome potential candidates from commercial practices, experience in shelter medicine would be preferable.

• A minimum of five years’ prior work experience as a Veterinary Technician or in a more senior veterinary role is essential.
• Some form of management or supervisory experience is required
• Knowledge of shelter medicine preferred
• Must be comfortable handling dogs, cats, and rabbits of varying breed, size, age, background, and temperament.
• Must have the ability to cope with physically and emotionally demanding work.
• Must possess excellent communication skills, interpersonal skills, computer literacy, organizational ability and time management skills. Computer competency in a Windows environment required; experience with Chameleon (animal shelter software) helpful.
• Must be willing to work in an environment that includes exposure to high noise levels, animal bites and scratches, as well as hazardous chemicals such as volatile anesthetics, injectable anesthetics, injectable antibiotics, etc.
• Must have access to dependable transportation, and openness to local travel. Valid driver’s license preferred.
• Flexible work availability required; must be able to work extended hours as needed-- organization is a 24hr operation, which may require individuals to work evenings, weekends, holidays and/or special events at times.
• The physical demands for this job are as follows: Heavy Work – Heavy work is defined as frequent lifting and/or carrying of objects weighing up to 50lbs
• Must have a sincere interest in supporting and promoting the vision, mission, and culture of HSTPC

Knowledge, Skills, and Abilities:

• In depth knowledge of domestic animals, appropriate care and housing, and handling techniques
• Excellent Communication skills – Ability to orally express information and ideas to others when speaking. Proficient knowledge of veterinary medicine specifically that of companion animals (dogs, cats, and rabbits)
• Customer / Client Focus – Ability to work with people of various backgrounds and in a highly collaborative, fast-paced environment with a commitment to developing long-term relationships with colleagues, clients, and community.
• Diversity and Inclusion – Ability to welcome, support and value individuals with similarities and differences that may vary from your own
• Stress Management - Ability to maintain baseline behavior / composure during stressful situations
• Time Management—Efficient in movement, thought, and time management. Ability to set the pace for the day.
• Must have an open and inclusive approach
• Must be a team player - Ability to work with others to accomplish likeminded goals and tasks for the organization. Ability to respond positively to direction and supervision. Ability to provide direction and training to veterinary technician staff.
• Must be able to work with other parts of the HSTPC to ensure that the most efficient practices are out in place to benefit the whole shelter.
• Must be highly organized and accustomed to managing people

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<th>Skill and ability to:</th>
<th>Never</th>
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