TRAINING VETERINARY NURSE – Level 2

**Practice Type**  
Small Animal Practice

**Job Purpose**  
To ensure the practice offers excellent customer service to its clients at all times.

**Reports To**  
Nursing Manager  
Practice Partners

**Statement of Responsibility**  
A level 2 veterinary nurse must be able to work under DIRECT supervision of veterinarians and nursing staff. This document represents a description of your role within the practice and the standards of performance expected of you.

### SUMMARY OF DUTIES

<table>
<thead>
<tr>
<th>Key Duty</th>
<th>Responsibilities</th>
</tr>
</thead>
</table>
| **1. Surgical Nursing Performance** | 1.1 Surgical Equipment  
1.2 Surgical Patient Care  
1.3 Communication |
| **2. Medical and General Nursing Performance** | 2.1 Pathology  
2.2 Veterinary Nursing Care  
2.3 Radiographic Procedures and Routines  
2.4 Specialised Medical Routines  
2.5 Emergency and Critical Care |
| **3. Reception and Client Care Performance** | 3.1 Animal Care Advice  
3.2 Patient and Client Record Keeping  
3.3 Scheduling  
3.4 Communication  
3.5 Customer Service  
3.6 Product and Medicine Retail  
3.7 Merchandising |
| **4. Operational Functions Performance** | 4.1 Clinic Hygiene  
4.2 Clinic Security and Safety |
| **5. Personal Conduct Performance** | 5.1 Communication  
5.2 Problem Solving  
5.3 Job Fit  
5.4 Personal Presentation  
5.5 Confidentiality |
### 5.6 Continuing Education

<table>
<thead>
<tr>
<th>6. Administration Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1 System Compliance</td>
</tr>
<tr>
<td>6.2 Inventory Control</td>
</tr>
<tr>
<td>6.3 Office Routines</td>
</tr>
</tbody>
</table>

### KEY DUTY 1

**Surgical Nursing Performance**

* Under supervision of Nursing manager and qualified staff

#### 1.1 Surgical Equipment

- Ensures routine packs and surgical equipment are selected, prepared and sterilised for specific procedures as per policy and procedure/as directed and duty veterinarian requirements.
- Ensures operating table and environs are cleaned and disinfected in line with policy and procedure/as directed pre and post operatively.
- Ensures all theatre equipment, linen and environs are cleaned and maintained to practice standards.
- Ensures surgery schedules are prepared in consultation with duty veterinarian.

#### 1.2 Surgical Patient Care

- Ensures animal intakes and pre-operative procedures are carried out as instructed and as per policy and procedure/as directed.
- Undertakes preparation of animal for specific procedures according to policy and procedure/as directed and as instructed.
- Monitors and records patient vital signs, whilst undergoing pre-medication, anaesthesia, surgery and recovery as per policy and procedure/as directed.
- Undertakes post-op patient plan programs in line with veterinarian’s instructions.

#### 1.3 Communication

- Ensures patient progress is communicated to staff and client as per policy and procedure/as directed and surgeons available to confer with client as required.
- Ensures follows training provided by practice

### KEY DUTY 2

**Medical and General Nursing Performance**

* Under supervision of Nursing manager and qualified staff

#### 2.1 Pathology

- Ensures relevant samples are collected and placed in the correct and appropriately labelled containers
- Dispatches haematological, blood and other specific laboratory tests as required and ensures results are recorded accurately and communicated to veterinarians and veterinary nurses as per policy and procedure/as directed.
- Ensures all equipment is cleaned and maintained in line with policy and procedure/as directed.

#### 2.2 Veterinary Nursing Care

- Undertakes daily treatments, routines and nursing care of patients as directed &/or as advised by duty veterinarian.
• Documents patient vital signs and observes condition of patients as per policy and procedure/as directed.
• Maintains a high level of hygiene in kennel/cattery and stable areas, taking into account isolation procedures and appropriate disinfection usage.
• Demonstrates compassionate, empathetic and caring approach to all patients.
• Ensures safe handling techniques of animals are utilised by all staff in line with policy and procedures (OHS).
• Ensures pain management techniques are identified for animals if required and communicated to duty veterinarian.
• Ensures clients are clearly informed of patient status and progress, condition and after care utilising the specific client information forms and practice policy and procedures/as directed by the case veterinarian.
• Undertakes admission and discharge of patients in line with policy and procedures/as directed

2.3 Radiographic Procedures and Routines
• Ensures radiographic environment, equipment and patient are prepared as per policy and procedures/as directed.
• Ensures safety procedures are followed according to occupational health and safety legislation by utilising the provided radiation monitors, aprons, gloves and thyroid shields.
• Ensures radiographic environment and equipment are cleaned, maintained and chemicals disposed of as per policy and procedures/as directed
• Ensures appropriate radiographic resources are accurately recorded as per policy and procedures/as directed.

2.4 Specialised Medical Routines
• Prepares equipment and instruments for specific procedures such as ultrasound and catherisation as directed.
• Ensures equipment and instruments are cleaned and maintained in line with policy and procedures/as directed
• Ensures patient is prepared, cleaned and nursed in line with policy and procedures/as directed by duty veterinarian.

2.5 Emergency and Critical Care
• Ensures first aid and critical care support is provided and applied to patient when required and under the direct supervision of the duty veterinarian.
• Ensures equipment and emergency stocks are checked, maintained and tested in line with policy and procedures/as directed.

KEY DUTY 3
Reception and Client Care Performance
* Under supervision of Nursing manager and qualified staff

3.1 Animal Care Advice
• Provide routine non-clinical animal health advice to clients in line with policy and procedures/as directed and utilising the relevant product or “client handout sheets”.
• Ensures communication with clients is undertaken in line policy and procedures/as directed on areas such as:
  - Client Complaint
  - Grief Support
  - Poisons Law
  - After Care of Patients
  - Local Law
  - Nutrition
  - Products
  - Common Ailments
  - Responsible Pet Ownership
  - Behaviour
• Provides clinical, pre-operative and post-operative care advice in consultation with duty veterinarian.
• Supports the process of admission and discharge of patients in line with policy and procedures/as directed.
### 3.2 Patient and Client Record Keeping
- Ensures all patient and client records are maintained, updated and accurately recorded according to policy and procedures/as directed.

### 3.3 Scheduling
- Ensures work schedules are prioritised and planned to support the staff as per policy and procedures/as directed and includes routine consultations, surgical bookings and farm visits.

### 3.4 Communication
- Supports the duty veterinarian and fellow veterinary nurses by communicating patient and client details when necessary and recording treatments administered as required in line with policy and procedures/as directed.

### 3.5 Customer Service
- Ensures that practice standards (customer service standards) as detailed in the policy and procedures manual are adhered to.
- Ensures all client transactions are undertaken in line policy and procedures/as directed
- Ensures all client complaints are handled as per policy and procedures/as directed

### 3.6 Product and Medicine Retail (Dispensing)
- Ensures that all veterinary chemicals and medicines dispensed by veterinarian are recorded in line with policy and procedures/as directed and relevant legislative requirements.

### 3.7 Merchandising
- Communicates with “order nurse” with respect to stock mix and levels so practice can best service its client base.
- Ensures all inventory and merchandising is purchased in line with policy and procedures/as directed
- Ensures that visual presentation is in line with policy and procedures/as directed.

### KEY DUTY 4
**Operational Functions Performance**

#### 4.1 Clinic Hygiene
- Ensures clinic hygiene is undertaken in line with policy and procedures/as directed.

#### 4.2 Clinic Security and Safety
- Complies with policy and procedures in entering and exiting the premises.
- Complies with legislative requirement in handling biological waste, syringes, sharps and medicine.
- Complies with policy and procedures (OHS) with handling, storing, using and transporting hazardous substances.
- Ensures compliance by all staff of occupational health and safety legislation and practice policy.
- Undertakes appropriate training in all areas of practice occupational health and safety,
- Ensures all equipment is checked for safety according to policy and procedures/as directed.
- Ensures emergency policy is adhered to in cases of accident and emergency.
KEY DUTY 5  
Personal Conduct Performance

5.1 Communication
• Demonstrates a high degree of concern for achievement of practice policies and procedures
• Demonstrates effective oral and written skills.
• Maintains an exemplary degree of professionalism with clients, suppliers and all staff at all times by actively undertaking positive communication during all interactions.
• Demonstrates ability to adapt communication style in groups and individual situations.
• Supports fellow co-workers by undertaking extra tasks as necessary to ensure the daily work routines are completed.

5.2 Problem Solving
• Ability to respond to problematic situations promptly and develop possible solutions to discuss with the Practice Partners.
• Demonstrates ability to positively and proactively implement change.

5.3 Job Fit
• Demonstrates punctuality and reliability.
• Stays busy without direct supervision.
• Performs all assigned tasks and procedures efficiently and in a timely manner.

5.4 Personal Presentation Performance Criteria
• Ensures that personal presentation is always as per policy and procedure/as directed.

5.5 Confidentiality Performance Criteria
• Ensures that confidentiality is upheld pertaining to clients, colleagues and referring veterinarians as per policy and procedure/as directed.

5.6 Continuing Education
• Maintains competency in key areas of nursing as required by management.

KEY DUTY 6  
Administration Procedures

6.1 System Compliance
• Complies with practice policies and procedures at all times.

6.2 Inventory Control
• Ensures regular inventory of veterinary supplies is taken as per policy and procedures/as directed.
• Ensures medicines and supplies are ordered in consultation with “Order Nurse”
• Ensures stocks are priced (labelled) according to policy and procedures/as directed.
• Ensures medicines are stored as required by legislation and policy and procedures/as directed.

6.3 Office Routines
• Ensures daily takings are recorded as per policy and procedures/as directed.
• Ensures correspondence is processed and mailed in line policy and procedures/as directed.
• Ensures computer is backed up as per policy and procedures/as directed.