

**TRAINING VETERINARY NURSE – Level 2**

<b>Practice Type</b>	<i>Small Animal Practice</i>
<b>Job Purpose</b>	<i>To ensure the practice offers excellent customer service to its clients at all times.</i>
<b>Reports To</b>	<i>Nursing Manager Practice Partners</i>
<b>Statement of Responsibility</b>	<i>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</i>

**SUMMARY OF DUTIES**

<b>Key Duty</b>	<b>Responsibilities</b>
<b>1. Surgical Nursing Performance</b>	<ul style="list-style-type: none"> <li>1.1 Surgical Equipment</li> <li>1.2 Surgical Patient Care</li> <li>1.3 Communication</li> </ul>
<b>2. Medical and General Nursing Performance</b>	<ul style="list-style-type: none"> <li>2.1 Pathology</li> <li>2.2 Veterinary Nursing Care</li> <li>2.3 Radiographic Procedures and Routines</li> <li>2.4 Specialised Medical Routines</li> <li>2.5 Emergency and Critical Care</li> </ul>
<b>3. Reception and Client Care Performance</b>	<ul style="list-style-type: none"> <li>3.1 Animal Care Advice</li> <li>3.2 Patient and Client Record Keeping</li> <li>3.3 Scheduling</li> <li>3.4 Communication</li> <li>3.5 Customer Service</li> <li>3.6 Product and Medicine Retail</li> <li>3.7 Merchandising</li> </ul>
<b>4. Operational Functions Performance</b>	<ul style="list-style-type: none"> <li>4.1 Clinic Hygiene</li> <li>4.2 Clinic Security and Safety</li> </ul>
<b>5. Personal Conduct Performance</b>	<ul style="list-style-type: none"> <li>5.1 Communication</li> <li>5.2 Problem Solving</li> <li>5.3 Job Fit</li> <li>5.4 Personal Presentation</li> <li>5.5 Confidentiality</li> </ul>



	5.6 Continuing Education
<b>6. Administration Performance</b>	6.1 System Compliance 6.2 Inventory Control 6.3 Office Routines

<p><b>KEY DUTY 1</b>  <b>Surgical Nursing Performance</b>  <i>* Under supervision of Nursing manager and qualified staff</i></p>	
<b>1.1 Surgical Equipment</b>	
<ul style="list-style-type: none"> <li>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.</li> <li>Ensures operating table and environs are cleaned and disinfected in line with policy and procedure/as directed pre and post operatively.</li> <li>Ensures all theatre equipment, linen and environs are cleaned and maintained to practice standards.</li> <li>Ensures surgery schedules are prepared in consultation with duty veterinarian.</li> </ul>	
<b>1.2 Surgical Patient Care</b>	
<ul style="list-style-type: none"> <li>Ensures animal intakes and pre-operative procedures are carried out as instructed and as per policy and procedure/as directed.</li> <li>Undertakes preparation of animal for specific procedures according to policy and procedure/as directed and as instructed.</li> <li>Monitors and records patient vital signs, whilst undergoing pre-medication, anaesthesia, surgery and recovery as per policy and procedure/as directed.</li> <li>Undertakes post-op patient plan programs in line with veterinarian's instructions.</li> </ul>	
<b>1.3 Communication</b>	
<ul style="list-style-type: none"> <li>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.</li> <li>Ensures follows training provided by practice</li> </ul>	

<p><b>KEY DUTY 2</b>  <b>Medical and General Nursing Performance</b>  <i>* Under supervision of Nursing manager and qualified staff</i></p>	
<b>2.1 Pathology</b>	
<ul style="list-style-type: none"> <li>Ensures relevant samples are collected and placed in the correct and appropriately labelled containers</li> <li>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.</li> <li>Ensures all equipment is cleaned and maintained in line with policy and procedure/as directed.</li> </ul>	
<b>2.2 Veterinary Nursing Care</b>	
<ul style="list-style-type: none"> <li>Undertakes daily treatments, routines and nursing care of patients as directed &amp;/or as advised by duty veterinarian.</li> </ul>	



- 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 catheterisation 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.

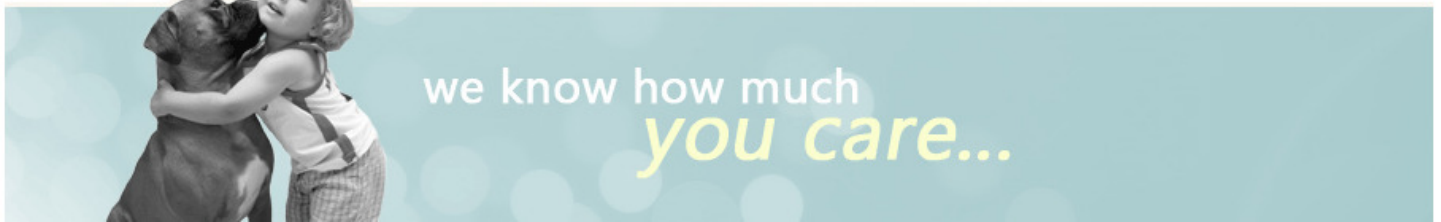
## KEY DUTY 3

### 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**

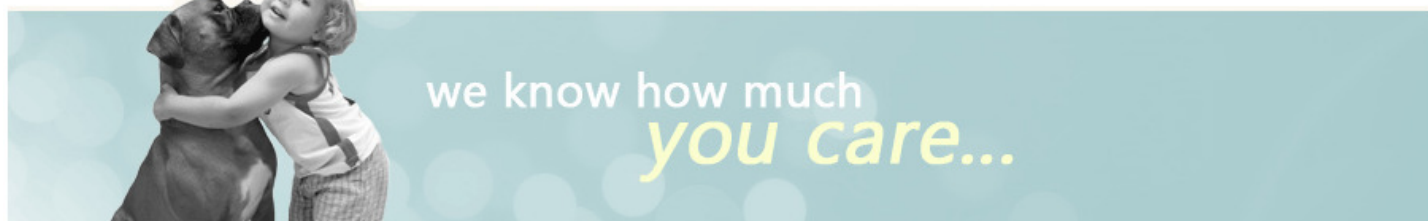
### **Operational Functions Performance**

#### **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.*



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## Training Veterinary Nurse – Level 2



- 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.