# TRAINING VETERINARY NURSE – Level 3

<table>
<thead>
<tr>
<th>Practice Type</th>
<th>Small Animal Practice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Purpose</td>
<td>To ensure the practice offers excellent customer service to its clients at all times.</td>
</tr>
</tbody>
</table>
| Reports To          | Nursing Manager  
Practice principal |
| Statement of Responsibility | A level 3 veterinary nurse must be able to work under LIMITED supervision. 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

6. **Administration Performance**

6.1 System Compliance
6.2 Inventory Control
6.3 Office Routines

---

**KEY DUTY 1**

**Surgical Nursing Performance**

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.
- Organise staff support as required.
- 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**

2.1 **Pathology**

- Ensures relevant samples are collected and placed in the correct and appropriately labelled containers
- Conducts/dispatches haematological, blood and other specific laboratory tests as required and ensures results are recorded accurately and communicated to client, 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.
- Demonstrates knowledge of usage of various laboratory tests, patient care and positioning.
2.2 Veterinary Nursing Care

- Undertakes daily treatments, routines and nursing care of patients as per policy and procedure 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 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 per policy and procedures/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

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
  - Nutrition
  - Grief Support
  - Products
  - Poisons Law
  - Common Ailments
  - After Care of Patients
  - Responsible Pet Ownership
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 home 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 with 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, and policy is carried out by each member of staff.
- 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 Principal
- 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