

VETERINARY CLINIC ASSISTANT

VOLUNTEER POSITION DESCRIPTION

POSITION: Veterinary Clinic Assistant - Volunteer

REPORTS TO: Directly: Veterinary Director & Volunteer Coordinator

SUPERVISES: No direct reports

The Humane Society of Kitchener Waterloo & Stratford Perth (referred to hereinafter as The Humane Society) is a recognized Canadian leader in Animal Welfare that represents two shelters; Kitchener Waterloo Humane Society (KWHS) and Stratford Perth Humane Society (SPHS). We are the leader in Animal Welfare in our communities focusing on the responsible treatment of animals through education, compliance, advocacy and care.

The values that are the basis of this organization are that all animals deserve to be treated with respect, dignity, empathy and compassion. All animals have an intrinsic value in improving the quality of life of an individual, family and community. And, public education on the humane treatment of animals leads to a more civil society and a better world.

Under the direction of the Hospital Director or designate, all Veterinary Assistant (VA) volunteers will assist in the provision of a broad range of best practices and protocols that form part of the animal welfare mandate of The Humane Society. The VA will take-on departmental functions within the Kitchener Waterloo Humane Society Animal Hospital and Stratford Perth Satellite Clinic that ensure the health and well-being of the animals that come under the care of the The Humane Society.

The VA position is a volunteer position within the Kitchener Waterloo Humane Society Animal Hospital. This position involves assistance to the RVTs and veterinarians as well as the medical care and treatment of animals in the clinic. The VA must be readily able to observe abnormal findings and rapidly respond to emergency situations. In addition to assistance, this position includes the maintenance and preparation of the surgical instruments and also the cleaning of the clinic area. The VA must be able to work as part of the clinic team. This position can be very busy and VA's should expect to work quickly, efficiently and have some flexibility.



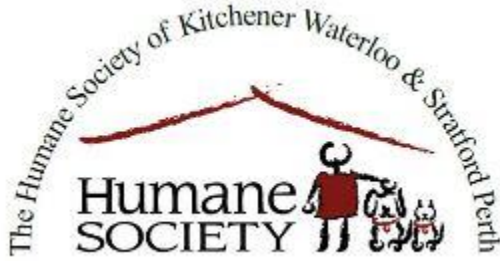
VETERINARY CLINIC ASSISTANT

VOLUNTEER POSITION DESCRIPTION

PRINCIPLE ACCOUNTABILITIES:

- Adhere to departmental policies and procedures, promoting The Humane Society's mission and values relating to Animal Welfare.
- An active team member will take direction from the Clinic Director or designate while demonstrating a commitment to achieving departmental goals.
- Work closely and correspond regularly with fellow team members regarding departmental needs and activity, providing relevant updates on a regular basis to the Clinic Director or designate.
- Assist in animal handling and restraint.
- Collection and preparation of animals for surgery in the AM.
- Assistance with admission of client owned animals including intake and consent.
- Preparation of animals for surgery and emergency.
- Pack cleaning and prep of instruments for surgery.
- Preparation of Medical Cards for surgeries.
- Returning animals to kennels (coordinate with Adoption staff).
- Label animals for surgery next day.
- Care of all animals housed within Clinic including kennel cleaning.
- Availability to assist with emergency until end of shift.
- General cleaning, disinfecting and maintenance of the Hospital or Clinic to highest standards.
- Assistance with paperwork or administrative duties as required
- Perform other duties as required to improve the function of the Kitchener-Waterloo Humane Society Animal Hospital, and the Centre.

In addition to the duties listed above, The Humane Society expects the following of each staff member: adhere to The Humane Society policies and procedures; work in a safe manner; act as a role model within and outside the Centre; seek out opportunities for continuous professional development; perform duties as workload necessitates; maintain a positive and respectful attitude; communicate regularly with the Clinic Director or designate about department issues; demonstrate efficient time management and prioritize workload; consistently report to work on time prepared to perform duties of the position; meet department productivity standards; participate in The Humane Society events as needed or required; and, complete other duties as assigned.



VETERINARY CLINIC ASSISTANT

VOLUNTEER POSITION DESCRIPTION

The above statements are not intended to be an all-inclusive list of the duties and responsibilities of the volunteer position. Rather, they are intended only to describe the general nature of the position.

POSITION REQUIREMENTS:

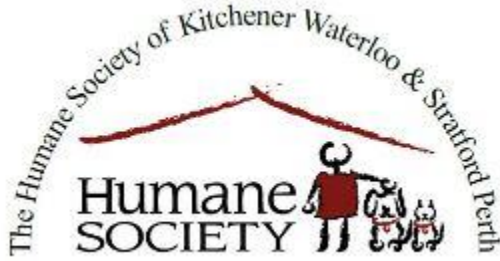
The following are general descriptions of some of the requirements necessary to carry out the duties and responsibilities of this position. The Veterinary Assistant volunteer must have the following skills, among others:

- Ability to build and foster effective relationships with staff and veterinary team
- Strong sense of teamwork and collaboration, with the ability to foster the same amongst others
- Interpersonal skills to deal with multiple and differing behaviours of fellow staff and other organizational contacts.
- Must treat animals humanely, with compassion and concern both on and off the job
- Preferred experience with the handling of a wide variety of animals
- Ability to manage physical requirements of the position for extended periods of time
- Ability to function effectively under stressful and ambiguous circumstances and accept direction.
- Organizational skills in order to meet time demands and multiple duties

The Veterinary Assistant volunteer must demonstrate ability to work effectively with others (including Management, Staff, resident Veterinarians, Registered Veterinary Technicians and Assistants, other Volunteers, Customers etc.) by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues; and, addressing problems and issues constructively to find mutually acceptable and practical business solutions.

WORKING CONDITIONS

- An emotional and stressful environment due to the nature of our work with animals that come to The Humane Society in various conditions (eg. many animals that have been abused, mistreated, neglected and/or that have behavioural issues, and/or are suffering from varying degrees of ill health).
- An emotional and stressful environment due to the necessary humane practice of euthanasia.
- Areas with strong odours and high noise levels in regards to barking and other animal noises.
- Exposure to animal bites, scratches, infections and infectious diseases.
- Risk of injury from slippery floors and working with toxic and corrosive cleaners.



VETERINARY CLINIC ASSISTANT

VOLUNTEER POSITION DESCRIPTION

COMMITMENT:

- Must be able to work with a variety of animals and with materials used in animal care.
- Demonstrated regular and consistent attendance and punctuality.
- Requires a weekly commitment of one day (8am-4pm) or half day (8am-12pm or 12pm-4pm).