

## Position Description

POSITION DETAILS	
<b>Position Title</b>	Clinic Business Manager Burwood
<b>Position Classification</b>	Band 4
<b>Department &amp; Business Unit</b>	Operations, Animal Health
<b>Manager</b>	Chief Veterinarian
<b>Organisational Context</b>	<p>RSPCA Victoria is a non-government, community-based, not-for-profit organisation whose vision is 'ending cruelty to all animals'. We are Victoria's best-known and most respected animal welfare organisation.</p> <p>Our organisation's purpose is, with the community, to achieve outstanding animal welfare through education, advocacy, and animal care and protection. RSPCA Victoria's values – clarity and accountability, respect and consideration, and expertise and collaboration – set clear expectations for all our staff and volunteers as they work together, and with the community.</p>
<b>Position Purpose</b>	The Clinic Business Manager is responsible for the effective management of operations at RSPCA Victoria veterinary clinic Burwood. Ensure the provision of high-quality veterinary care, contributing to the achievement of the best possible welfare outcome for every animal in our care, and ensuring the long term sustainability and profitability of the private clinic.

### POSITION RESPONSIBILITIES

- Maintain hospital cost controls, with particular attention to wages and COGS for both private and shelter clinics.
- Manage, lead, coach and mentor team members. Actively promote and contribute to excellent staff inductions and relevant training and development opportunities.
- Assist in formulating forecast budgets for all vet hospitals and adjusting operational forecast based on clinic performance.
- Provide required reports to the Chief Vet on the operations and performance of the private and shelter clinics.
- Monitor monthly sales and other financial targets, including defined KPIs for both private and shelter work.
- Contribute to customer experience and client loyalty activities, clinic service streams, marketing, digital services, social media, complaint resolution and compliments.
- Work closely with the clinical leaders to uphold industry standards and innovation, clinical governance and strategic direction and decisions with the clinics.
- Oversee the overall effective and efficient running of day-to-day operations of the RSPCA Victoria [clinic](#) site, including setting rosters for vets and vet nurses and overseeing auditing of invoices to ensure charges are correct and accurately reflect procedures performed.
- Observe, document and report health and behaviour concerns of animals in the care of the clinic.



- Provide a high level of service to internal and external customers, as well as education, support and guidance to members of the public to influence positive animal welfare outcomes and promote the services of the organisation.
- Actively contribute to and champion the implementation of continuous improvement initiatives, including the development and review of standard operating procedures and policies.
- Contribute to a positive and inclusive work environment by effectively communicating and working collaboratively with peers across all departments, and consistently behaving in accordance with the RSPCA Victoria values and associated policies.
- Takes reasonable care for the safety of oneself and others, whilst contributing to safe work practices at RSPCA Victoria by knowing and complying with all WH&S policies and procedures.

### POSITION CAPABILITIES

Capability	Level	Description
People Leadership	<b>Active Contribution</b>	Supports and coaches their team and actively contributes to the achievement of team goals.
	<b>Direction &amp; Support</b>	Is approachable, listens and effectively communicates and collaborates, enabling the team to achieve tasks and responsibilities
Activity & Results Focus	<b>Quality, Safety &amp; Detail</b>	Works in an organised and efficient way to achieve aims and provides feedback on safety and process improvements. Problem solves issues with team members in a collaborative way.
	<b>Results &amp; Initiative</b>	Brings plans to life and ensures goals are met or exceeded where possible
Knowledge & Communication	<b>Listens &amp; Shares</b>	Communicates factual and relevant information at the right time and asks questions to gain clarity before acting.
Relationships	<b>Builds &amp; Maintains</b>	Build and maintain respectful, cooperative relationships within teams and others in line with our values and team goals.
Personal Leadership	<b>Resilience, Wellbeing &amp; Growth</b>	Consistently acts in accordance with RSPCA Victoria's values; Maintains personal wellbeing and resilience; self-aware, open to feedback, displays a willingness to grow and change.
Technical	<b>Animal Handling and Behaviour</b>	Effectively work with animals to provide quality care, enrichment, hygiene and husbandry including interpreting and conducting behaviour assessments (where appropriate) to contribute to the best possible welfare outcomes for animals in our care.
	<b>Animal Health and Rehabilitation</b>	The ability to accurately observe, report and support animals to receive appropriate care and rehabilitation, including disease recognition and adhering to the required standard operating procedures to ensure infection and disease control.
	<b>Clinic Operations</b>	Contribute to the development, maintenance and adherence of standard operating procedures and work instructions, to ensure work practices are consistent with the Australian Veterinary Association (AVA) and other organisational and legislative requirements.  Ensure the delivery of required performance outcomes of the veterinary clinic in accordance with broader organisational goals.
	<b>Shelter Operations</b>	Understands and adheres to all relevant standard operating procedures to ensure work practices are consistent with the Code of Practice and other organisational and legislative requirements. Focuses on pathway planning for animals to reduce length of stay.



**POSITION REQUIREMENTS**

<b>Required</b>	<ul style="list-style-type: none"><li>• Experience managing the day-to-day operations of a veterinary clinic, including working to KPIs;</li><li>• Previous experience in a veterinary nurse role including basic knowledge of animal anatomy, behaviour, disease recognition and safe handling;</li><li>• Ability to work in a fast paced and challenging work environment, whilst showing great care and compassion;</li><li>• Demonstrated experience working collaboratively in a team environment;</li></ul>
<b>Recruitment Requirements</b>	<ul style="list-style-type: none"><li>• Current tetanus vaccination</li><li>• Valid driver's licence.</li></ul>

