

Position Description

POSITION DETAILS	
Position Title	Senior Veterinary Nurse
Position Classification	Non-Certified - Level 2; Certified – Level 4
Department & Business Unit	Operations, Animal Health and Behaviour
Manager	Veterinary Nurse Team Leader
Organisational Context	<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>
Position Purpose	The Senior Veterinary Nurse is responsible for the provision of day to day care of animals in veterinary clinics operated by RSPCA Victoria, contributing to the achievement of the best possible welfare outcome for every animal in our care. Further to this, the Senior Veterinary Nurse provides guidance and support to less experienced employees and volunteers on shift in the clinic team.

POSITION RESPONSIBILITIES

- Contribute to the daily management of animals within RSPCA Victoria veterinary clinics in a professional and caring manner, including supporting Veterinarians as required in surgical procedures and the treatment and rehabilitation of animals;
- Observe, document and report health and behaviour concerns of animals in our care;
- 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;
- Ensure all necessary documentation relating to customer interactions and the management of animals within the veterinary clinic are recorded accurately in accordance with RSPCA Victoria procedures and required timeframes;
- Actively contribute to and champion the implementation of continuous improvement initiatives, including the development and review of standard operating procedures and policies;
- Provide support and guidance to a team of employees and volunteers to ensure that all required tasks are completed on shift, operational and safety procedures are followed, issues or concerns raised by employees or volunteers are resolved, employees have taken their required breaks and volunteers have meaningful work to complete;
- Act as the first level of escalation for the resolution of any issues or concerns and escalate concerns to a Team Leader if it cannot be resolved in the first instance;



- Provide training and onboarding support to new employees and volunteers and ensure they are set up for success in their role;
- 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	Active Contribution	Supports and coaches their team and actively contributes to the achievement of team goals.
Activity & Results Focus	Quality, Safety & Detail	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.
Knowledge & Communication	Listens & Shares	Communicates factual and relevant information at the right time and asks questions to gain clarity before acting.
Relationships	Respectful & Cooperative	Maintain respectful, cooperative relationships within teams and others in line with our values and team goals.
Personal Leadership	Resilience, Wellbeing & Growth	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	Animal Handling and Behaviour	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.
	Animal Health and Rehabilitation	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.
	Shelter Operations	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	
Required	<ul style="list-style-type: none"> • Minimum of 3 years previous experience in a veterinary nurse role including basic knowledge of animal anatomy, behaviour, disease recognition and safe handling; • Ability to perform the duties associated with each area of the clinic team (as per the capabilities checklist); • Ability to work in a fast paced and challenging work environment, whilst showing great care and compassion; • Demonstrated experience working collaboratively in a team environment;



	<ul style="list-style-type: none">• The ability to work rotating rosters including weekends and public holidays.
Desirable	<ul style="list-style-type: none">• For Certified Vet Nurses, a Certificate IV in Vet Nursing (or equivalent) is required.
Recruitment Requirements	<ul style="list-style-type: none">• Position also requires a current tetanus vaccination.

