

Job Description – Veterinary Nurse

Designation: Pet Care Assistant

Organization: Advanced Veterinary Care Foundation (AVCF)

Location: Mumbai

Employment type: Permanent/Full-Time

Reporting to: Pet Care Manager

About Us

Advanced Veterinary Care Foundation (“AVCF”), is a registered company under Section 8 of the Companies Act 2013 that was set up by Tata Trusts in 2018 to ‘build and operate’ a state-of the art veterinary hospital in Mahalaxmi, Mumbai. AVCF will be responsible for setting up and managing the first of its kind veterinary hospital with the aim of providing ‘approachable expertise’ in the field of veterinary care for small and companion animals. The hospital will have comprehensive treatment facilities including 24*7 emergency services, in-patient facilities and diagnostics capability and being a front runner in the field of veterinary care, AVCF aims to be a recruiter of choice amongst professional veterinarians.

Job Description

The nursing team is core to the mission of AVCF. They will be central to our core value of caring for animals; and as the role progresses and develops will be central to the clinical team in delivering high quality animal care 24 hours a day. They must be able to work within a team of clinicians, nurses and support staff to deliver a high quality animal and owner focused service.

The role must lead on animal care; ensuring all of the inpatients and out patients needs are met, and their designated medical plan is followed with a high degree of accuracy in a compassionate manner. They are animal advocates who ensure feeding, toileting, exercise, and medication; all occur with affection and empathy.

Key Tasks:

- Administer nursing care; monitoring the progress of the patient and being able to prioritise first aid actions to stabilise and prevent further discomfort.
- **Ensure exemplary standards of patient care** – preparing and cleaning patient accommodation in accordance with the needs of the patient and policy, making sure the patient is safe, secure and clean, monitoring and recording of the patient’s condition.

Additional Department Specific Activities

- **Diagnostics** – assist the veterinary surgeon in laboratory diagnostic testing - taking samples as necessary, storing and preserving in the appropriate manner and completing documentation.
- **Radiography** – preparing radiography equipment, identifying the areas to be imaged and recording results according to practice procedures.
- **Hygiene excellence** – in line with regulations and guidelines, maintaining the surgical environment and equipment and implementing infection control measures.
- **Surgical assistance** – assisting the veterinary surgeon during surgical procedures, providing appropriate equipment and materials, operation of surgical equipment as appropriate.
- **Anaesthesia** – confirming the patient's condition and the anaesthetic procedure to be administered, performing pre-anaesthetic checks as appropriate and monitoring of the patients during the procedure.
- **Medication** – calculating and administering medication to patients, and always maintaining accurate records with a high degree of accuracy.

People:

- Collaborating in a positive and professional manner with the whole hospital team to deliver best patient care whilst adhering to SOPs
- Taking direction from and liaising with senior clinical staff
- Demonstrating flexibility to share daily tasks and responsibilities among the clinical team

Operations:

- Undertaking nursing duties including theatre, laboratory, radiography, inpatient care, nurse consultations, euthanasia duties, monitoring patients, and assisting Veterinary Surgeons according to the SOPs
- Preparing theatres and preparation areas to enable efficient turnaround of procedures
- Undertaking nurse clinics
- Undertaking reception or cleaning duties, when required
- Booking appointments
- Processing payments
- Answering telephone calls
- Dispensing medication as applicable
- Pricing up of routine procedures
- Taking care of surgery and laboratory equipment
- Maintaining a clean, hygienic and safe hospital
- Cleaning floors and surfaces
- Washing and drying animal bedding
- Washing and sterilising surgical instruments
- Cleaning and maintaining wards
- Reporting of any damage
- Adhering to the Staff handbook, Standard Operating Procedures and Standard Forms
- Maintaining timely, accurate and up to date clinical notes, monitoring checks and anaesthetic forms for each patient

Customer:

- Leading by example by consistently demonstrating a caring, professional attitude to clients, patients and the hospital team
- Communicating promptly and effectively with clients regarding progress of investigations, treatment and follow-up care on the instigation of the veterinarians.
- Ensuring that inpatients receive the appropriate clinical care and an effective handover is conducted between colleagues

Skills and Competencies

- Strong written and spoken English
- Numerate and able to learn simple mathematical processes in order to calculate drug doses
- Capable of following a clear clinical plan with a high degree of accuracy.
- Calm compassionate and kind to both animals and humans.
- Willing to learn and adapt in a fast changing environment.
- Flexible – able to pick up tasks as needed outside of core responsibilities; able to multitask when required.
- Outstanding team player who is self motivated to deliver core role
- Strong communicator – able to highlight problems to clinicians with ease.
- Motivated to learn and willing to share learnings with others to enhance and advance the nursing profession.
- Willing to take exams to attain qualifications at the instigation of AVCF
- Commitment to foundation's core values, mission and purpose.

Qualification & Requirement

- Minimum HSC pass, preferably in science stream
- Experience of working with animals is an added advantage
- For freshers, some training in clinical skills is a must
- Basic IT skills including MS Office
- **Desire and confidence to work with animals, is an absolute MUST**

Hospital Location: Mahalaxmi

Candidates should be comfortable working rotational shifts, including night shifts.