

# Charleston Animal Society (CAS)

## JOB DESCRIPTION

<u>Dept./Division:</u>	Animal Services
<u>Title:</u>	<b>Shelter Health Manager, LVT</b>
<u>Supervisor/Title:</u>	Senior Director of Veterinary Care
<u>Direct Reports:</u>	None
<u>Working Relationships:</u>	Veterinarians, Senior Director of Animal Services, Senior Director of Animal Support, all other Managers, Animal Care Technicians, Animal Care Assistants, Surgical Technicians, Animal Services Staff, Adoptions Staff, Intake Staff, Volunteers, Patrons, and Constituents.
<u>Compensation:</u>	Full Time commensurate with experience and qualifications.
<u>Job Summary:</u>	Responsible for assisting operations management and veterinarians with daily rounds and patient care. Supervises the care of hospitalized patients and animals receiving veterinary treatments. Will schedule and facilitate daily physical exams, veterinary appointments, and diagnostic tests. Will be responsible for managing surgical inventory of drugs (controlled) and other supplies, while maintaining appropriate records. The successful candidate will also manage animal flow, clinic duties, doctor's appointments, foster questions/issues, and the ringworm program. Serve as a mentor and example for all; training and managing all employees in clinics. Licensed Veterinary Technician (LVT) and Euthanasia & Radiology Certification required.
<u>Key Responsibilities:</u>	<ol style="list-style-type: none"> <li>1. Adhere to the highest ethical standards and provisions of animal care in a safe, competent, professional and humane manner at all times.</li> <li>2. Participate in daily shelter walk-throughs (Shelter Rounds), ensuring patients are receiving care as designated by veterinarian and keeping accurate and current records.</li> <li>3. Facilitate the medical care of animals in the shelter, including the administration of medications, animal treatments and procedures, and animal flow.</li> <li>4. Responsible for coordinating and facilitating his/her own daily appointments and the daily appointment schedule for the veterinarians.</li> <li>5. Ability to triage medical cases in the shelter before referring them for veterinary care.</li> <li>6. Responsible for ensuring that daily animal care and intake procedures are flowing smoothly and ability to assist the Animal Care Technicians as needed.</li> <li>7. Oversees all hospitalized patients in coordination with the veterinarians and treatment plans.</li> <li>8. Performs diagnostic tests and manages herd health programs.</li> <li>9. Assist animal services staff with animal husbandry and animal medication as needed. Performing fecal exams, heartworm and FeLV/FIV tests, skin scrapes, drawing blood, intravenous injections, placing IV catheters, radiographs, etc.</li> <li>10. Order and maintain appropriate inventory, including controlled substances, and maintaining proper logs and records.</li> <li>11. Coordinate with foster staff/intake staff to schedule appointments for patients.</li> <li>12. Perform euthanasia as needed on animals in the clinics or the surgical areas.</li> <li>13. Actively promote spay and neuter, and educate clients on responsible animal ownership.</li> <li>14. Actively support associate staff and volunteers, and promote the development of skills related to the advancement of our goals and mission.</li> <li>15. Provide quality service to clients, volunteers, and staff recognizing their individual contributions to the success of our organization.</li> <li>16. Participate on committees and special projects as assigned.</li> <li>17. Other duties as assigned.</li> </ol>

Qualifications:

1. Client Education

- a. Must understand and have knowledge of basic veterinary medical concepts including but not limited to vaccine protocols and anesthetic risks.
- b. Must also be able to communicate basic veterinary concepts to owners and be able to repeat information relayed by a veterinarian.
- c. Will be asked to take medical histories for rechecks and veterinary exams.
- d. Must be certified to perform radiographs and euthanasia (can be trained internally).
- e. Communicate with the public on a daily basis in a professional manner demonstrating excellent customer service.

2. Animal Handling

- a. Will be asked to handle (on average) 50 dogs and cats per day.
- b. Must be able to learn characteristics of animal behavior (for example: be able to identify aggressive or fearful behavior).
- c. Must be able to use appropriate safety equipment for fractious or feral animals (will train) – the use of safety equipment is mandatory.
- d. Must possess excellent reflexes.
- e. Should be able to identify own limitations and be willing to ask for help.
- f. Must become proficient at animal restraint for various procedures.
- g. Ability to clean continuously.

3. Physical Requirements

- a. Must be able to work standing or sitting for 8 or more hours.
- b. Able to lift and carry up to 50 lbs repeatedly throughout the day with help.
- c. Must be able to bend and kneel repeatedly.
- d. Must be able to see fine detail in a variety of situations.
- e. Must have good hearing including ability to distinguish changes in pitch.
- f. Must have reasonable degree of agility to move through tightly cramped areas in various situations.
- g. Must have acceptable sense of touch and smell.
- h. Must have good range of motion in joints especially wrist, knees, elbows.
- i. Must be able to work in potentially extreme environmental temperatures.
- j. Must have acceptable sense of balance.
- k. Must be able to work and reach on hands and knees.
- l. Must be able to use a ladder and or step stool.
- m. Must possess excellent hand-eye coordination.
- n. Must possess an acceptable degree of dexterity in hands and fingers.
- o. Must have good vision including peripheral vision, fine detail, distance, depth perception and ability to focus.

4. Other Considerations:

- a. Must be able to work under stressful conditions and work efficiently and effectively under those conditions.
- b. Able to respond quickly to a variety of medical situations (with training).
- c. Able to cope with death either due to surgical complication or euthanasia.

	<p>d. Ability to rapidly and accurately process information.</p> <p>e. Ability to delegate tasks.</p> <p>f. Ability to recognize a need for assistance and ask for help.</p> <p>g. Ability to make decisions.</p> <p>h. Ability to cope with frustrating situations and remain calm.</p> <p>5. Potential and Prolonged Exposures</p> <p>a. Prolonged exposure to various aqueous solutions including but not limited to dish soap, chlorhexidine and Rescue disinfectant.</p> <p>b. Prolonged exposure to isopropanol, hydrogen peroxide.</p> <p>c. Potential exposure to formalin solution.</p> <p>d. Potential/Prolonged exposure to isoflurane gas.</p> <p>e. Prolonged exposure to quaternary ammonium cleaners and bleach.</p> <p>f. Prolonged exposure to pressurized steam.</p> <p>g. Potential exposure to sharps including needles and surgical blades.</p> <p>REQUIRED:  Must be a current Licensed Veterinary Technician (LVT) with management experience.  Must be certified in euthanasia and radiology (Can obtain this once hired).  Background check and pre-employment drug test required.  Ability to provide excellent customer service.</p>
<p><u>Additional Information</u></p>	<ul style="list-style-type: none"> <li>• Occasional travel throughout Charleston County, the State and Nation.</li> <li>• Must be self-guided individual requiring minimal supervision.</li> <li>• Must be able to multi-task and handle clients politely and professionally.</li> <li>• Must have a minimum of <b>2 years</b> of Veterinary Hospital experience.</li> <li>• Must have a minimum of <b>2 years</b> of successful managerial experience.</li> <li>• Physical requirements include, but are not limited to, walking, standing and moving of equipment and animals (ability to lift 50 pounds).</li> <li>• This position is scheduled for 5 days/week, usually Monday through Friday or Tuesday through Saturday; however, the schedule can change and may sometimes extended hours to complete the job. Can include working some holidays or overtime depending on clinic needs. Candidate must be flexible with schedule changes and short notice overtime requests.</li> </ul>
<p><u>Schedule:</u></p>	<p>Primary schedule may include weekdays and/or weekends, including evenings, as appropriate.</p>
<p><u>Working Area:</u></p>	<p>Charleston Animal Society and venues for meetings throughout Charleston County and beyond.</p>

Job Description Approved by:

Position Authorized by:

Employee Review & Acceptance:

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Date: \_\_\_\_\_

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