

# Veterinary Surgeon

## Role Information 2017

### Our Values

Our Core Behaviours and Values are the guiding principles that underpin our approach to how we work, regardless of the role we hold in the company. The CVS Values, in conjunction with the job description and relevant competencies in this document, will:

- Guide prospective employees as to what is expected of them
- Inform you of the sort of attitudes and behaviours our company encourages when carrying out your duties
- Give you, as a Veterinary Surgeon, an understanding of the ambassadorial role you hold – it is your responsibility to ensure you and your team are aligned to Our Values
- Support staff at all level in their development in order to maximise their potential
- Shape and define our organisational culture based around strong values



Customer Focus



Honesty and Integrity



Success through our people



Commitment to Excellence

We value all our customers

We treat all customers with warmth and respect

We communicate with our customers regularly

We keep our commitments

We understand and manage customer expectations

We are focused on our customers and their animal's needs

We make all our customers feel welcome

We appreciate and act upon feedback

We are accessible to all

We are fair and transparent

We act with integrity in all we do

We ensure a safe workplace

We are open to feedback

We keep our commitments

We trust each other to do a good job and give praise and encouragement

We value long-term relationships with our customers and suppliers

We own up to our mistakes

We ensure all new starters have a full induction and we give all of our staff annual appraisals

We train everybody to do their job and provide progressive learning and development opportunities

We advertise all our vacancies internally

We provide employees with the correct tools/resources to do their job

We value employee feedback via our consultation groups and surveys

We foster a collaborative and mutually supportive working environment for our staff

We assist all our employees in achieving their career aspirations

We get things right the first time

We encourage our employees to be innovative and improve the way we work

We accept feedback in a positive way and act upon it

We deliver a high quality service that differentiates us from others

We hold accreditation for our high standards of quality

We strive to find better ways of working, both individually and in teams

We demonstrate professionalism at all times

<b>Job Title</b>	Veterinary Surgeon
<b>Department</b>	Practice Operations
<b>Reporting to</b>	Clinical Director / Practice Director
<b>Key Reports</b>	N/A
<b>Location</b>	CVS Practice Location
<b>Key Liaisons (dependent on practice structure)</b>	<b>Internal</b> – Veterinary Surgeons, Nursing team, Practice Manager, Head Nurse, Practice Employees, Regional Directors and Operations team, CVS Support Offices and Divisions  <b>External</b> –Clients, Insurers, Contractors, Suppliers
<b>Last Updated</b>	March 2017

#### Summary of Role

- Responsible for the delivery of a high level of clinical care to all clients of the practice. All treatments provided are to be given with the client's informed consent and in accordance with the RCVS Code of professional conduct.
- Be familiar with, and work within, the legislation affecting the practice of veterinary medicine within the UK and with the ethics of practice, as outlined in the RCVS Code of Professional Conduct for Veterinary Surgeons.
- A Veterinary Surgeon is a responsible position and should direct and guide Veterinary Nurses, Student Veterinary Nurses, Patient Care Assistants and all other employee interacting with pet care.
- Provide appropriate surgical and medical care to patients, adhering to the RCVS five principles of practice.
- Attend scheduled Clinical meetings.

#### Key Responsibilities and Tasks

##### Delivering Results

- To respond in a timely and effective manner to all enquiries by the practice clients.
- Ensuring that all clinical work is performed to an appropriate standard and that all treatments are in line with up to date treatment methods and techniques.
- To assume responsibility for surgical and medical cases; undertaking surgical operations (including neutering and general surgery) and medical investigations where appropriate, at your banding level.
- Recording all clinical work carried out and that it is correctly and accurately billed on the practice management system within an appropriate timescale.
- To comply fully with all protocols relating to Debt Protocols and to proactively take action to ensure the debt position within the Practice is fully controlled.
- To comply with all health and safety rules - including pharmacy (controlled drugs) and suitable restraint of animals; ensuring support staff are aware of the requirements.
- Work in accordance with the CVS Health and Wellbeing manuals and other CVS protocols and policies as required.
- To be available when requested on the rota to provide cover for the relief of pain and suffering in animals.
- To enhance and develop the reputation of the practice and your profession at all times.

##### **Customer Focus**

- Generate written fee estimates for recommended procedures and present them to the client.
- Ensure the CVS Pricing Protocol is adhered to through monthly charging audits.
- Demonstrable client care skills including discussing treatment plans and prognosis as well as risk/benefits of interventions and finances, showing professionalism and empathy.
- Keep clients informed regarding the status of their animal's health.
- Ensure prompt reporting of results of diagnostic tests and the ongoing/accurring treatment costs for hospitalised patients as appropriate.
- Keep clients informed of future treatments and the likely estimated costs.
- Complete insurance forms for clients in a prompt and efficient manner.
- Resolve client queries and complaints in a prompt manner, liaising with the Clinical Director as necessary.

##### Developing People

- Assist nursing staff where necessary and foster an educational and supportive environment. Supervision of the Veterinary nurses is essential on a daily basis. The Veterinary Surgeon shall assist in the training and education of the nursing staff and should encourage them to contribute fully to the work of the practice. Also utilise, where appropriate, the consulting nurses

- and reception staff, to assist with all aspects of preventative healthcare e.g. Healthy Pet Club.
- Follow-up on any patient seen, and create an atmosphere of cooperation and mutual respect with all practice colleagues.
- Ensure an effective annual clinical development plan is agreed and in place with your Clinical Director.
- Obtaining a working knowledge of all company/practice procedures, attending training sessions as necessary. You will also take full responsibility for any training needs identified.
- Maintain good working relationships with all members of the team/company, communicating honestly and in a pleasant manner with all clients and colleagues.

#### **Setting Direction**

- Comply with the company requirements for Clinical Governance.
- To know and understand the current emergency procedures and to carry them out quickly and calmly should the need arise.
- Finds ways to work in a more effective and efficient way on an individual level without compromising the team.
- Make suggestions to improve processes and the way the practice team works, so that the quality of work or service delivered is enhanced.
- React positively to presenting problems and overcomes obstacles where appropriate.
- Be proactive – identify challenges and opportunities before they occur and act upon them.
- Take measures to ensure recording of controlled drugs is accurate and compliant.

#### **Other**

- Other duties as may be required from time to time to ensure the effective operation of the practice.
- Veterinary Surgeon (third year + after graduation)
  - MRCVS
  - Finished PDP or qualified prior to 2007 and demonstrates competencies as listed
  - Able to perform enterotomy, enterectomy, pyometra surgery
  - Able to undertake basic abdominal ultrasound, perform FNA biopsies of major organs, perform thoracocentesis
  - Able to perform neuterings on all small animal patients presented.
  - Undertakes self-review and clinical governance
  - Meets the core competencies of the previous level

<b>Key Competencies</b>					
<b>Setting Direction</b>	<b>Level Veterinary Surgeon</b>	<b>Developing People</b>	<b>Level Veterinary Surgeon</b>	<b>Delivering Results</b>	<b>Level Veterinary Surgeon</b>
<b>Delivering Improvements (Core)</b>	<b>1</b>	<b>Working as a Team (Core)</b>	<b>2</b>	<b>Customer Focus (Core)</b>	<b>2</b>
Planning and Organising	1	Developing Self and Others	2	Commercial Awareness	2
Analysis and Decision Making	2	Leading and Communicating	1	Setting and Driving Performance	2
					1

The duties and responsibilities outlined above do not represent a full list of the tasks the post holder will be expected to perform. It is also recognised that the duties of all posts are subject to change from time to time. Alterations to duties and responsibilities and performance of similar tasks within the scope of and at the same level will be expected. It is expected that this job description will be regularly reviewed by the post holder and his/her manager. These discussions will normally take place during the Staff Performance review discussion.