



Job Descriptions

Animal Care Assistant / Student Intern

Position Title: Animal Care Assistant / Student Intern

Reports To: Practice Manager

Department: Patient Care

Job Summary: The Veterinary Assistant works as part of our patient care team under the direction of the Practice Manager, sharing responsibility for the various tasks related to patient care, hospital and medical operations. The Veterinary Assistant carries out general tasks from managing patient treatments, assisting with medical records, and hospital equipment.

General

- Know the range of services provided and species treated.
- Be reasonably familiar with breeds and coat colors.
- Follow OSHA standards
- Know and use basic medical and business abbreviations
- Use proper medical terms
- Competently speak and write English
- Be familiar with zoonotic and infectious diseases.
- Maintain client/patient confidentiality

General Tasks

- Clock-in / clock-out on time.
- Maintain a professional appearance. Change clothes as necessary to reduce odors and prevent disease cross contamination.
- Smile and maintain an even friendly demeanor. Handle stress with poise and tact.
- Have physical strength and ability to stand for entire shift, lift up to 50 lbs and assist in lifting over 50 lbs.
- Assist others as needed.
- Participate in staff training.
- Maintain constant vigilance regarding open doors, patient safety, client and employee safety.
- Maintain strict confidentiality
- Be prepared to handle an emergency
- Follow company policy

Client Interaction

Boarding check-in / Release



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- Double check owner contact information
- Communicate with client about special needs of pet.
- Note special instructions from client
- Weigh pets at check-in and release

Patient Interactions

- Receive/Discharge of boarding clients.
- General handling and restraint. Be able to walk and restrain patients appropriately
- Ensure that each patient is allowed exercise time according to orders.
- Ensure that each patient is clearly identified.
- Ensure that each cage has an appropriate cage ID card
- Make sure that patient personal items (ie beds, toys, travel kennels) are appropriately labeled.
- Clean cages daily and as needed.
- Provide fresh water and food as instructed.
- Read and understand and fill out appropriate notes on the patient order sheets.
- Monitor patients for overall demeanor, appetite etc. Notify technicians if patient has not eaten, refused meds, has behavior problems, abnormal urination, or defecation. Know the signs of an emergency.
- Use and understand cage cards placed on kennels.
- Ensure that all cages/stalls are secured.
- Prepare meals according to owner doctor orders. Withhold as necessary.
- Collect and save fecal and urine samples as requested.
- Maintain a clean food prep area.
- Maintain a clean laundry area and grooming tub.

Daily Specific Duties

Laundry:

- Collect, wash, dry, fold and put away laundry.
- Remove frayed and overly worn bedding.
- Do not leave wet laundry in the washer.
- Clean/wipe out washer, washer door and around the gasket.

Patient Care:



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- Walk dogs
- Clean cages & kennels
- Check water and food as needed.
- Bathe and dry patients as requested by technicians
- Remove feces from outdoor kennels
- Pick manure from stalls

Restock:

- Refill all hand soaps
- Refill all cleaning bottles (Accel, chlorhexadine etc)
- Refill all paper towel holders
- Refill syringes in drawers in treatment area and exam rooms

Cleaning:

- Clean and dry all dog bowls
- Clean grooming tube. Remove all hair.
- Scrub all sinks (exam rooms, labs, treatment areas, surgery scrub sink, food prep area)
- Clean exam rooms.
- Vacuum hospital and kennel area
- Mop the kennel area.
- Mop the exam rooms and treatment area (use a separate mop head from what has been used in the kennels).
- Empty all trash cans.

Weekly duties

- Remove feces from paddocks, yards, dog walk areas and all areas around the exterior of the building. Include dog walk areas in the front of the building and near the road. Dispose of manure in the designated manure pile. Dog feces should be bagged and placed in the dumpster.
- Police the yards, roadway, entrances, and paddocks for trash.
- Wipe down all cabinets fronts and shelves throughout the hospital with Accel.
- Vacuum all air vents / fan vents.
- Wash exterior windows.



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- Scrub all trash cans and trash can lids.
- Remove lint from exterior dryer vent.
- Mow/weed eat lawn.
- Clean / Sanitize buckets in the large animal stalls.
- Decob all areas of the hospital
- Empty hair traps

Teamwork:

- Consistently work in a positive and cooperative manner with fellow Team Members.
- Assist other Team Members in the performance of their assignments.
- Seek out opportunities to help rather than waiting to be asked.
- Consider the impact of your actions on Team Members throughout the Organization.
- Take direction and initiate actions (cross/additional training) that will allow the assumption of cross-functional duties to ensure seamless operations.
- Demonstrate flexibility to perform duties wherever volume deems it necessary within the organization.

Problem Solving:

- Demonstrate sound judgment by taking appropriate actions regarding questionable findings or concerns.
- Investigate and follow through on unusual orders or requests for service or information.
- Follow proper reporting procedures for actual or potential accidents and/or incidents so follow-up and/or prevention can occur.
- Record/report the need for service maintenance or repair of equipment and remove any faulty equipment from service.
- Consistently evaluate work and determine if further steps are needed to meet departmental expectations.
- Take initiative to do or redo inadequate or incomplete work, even if it is not yours.
- Ensure compliance with regulatory standards.

Productivity/ Efficiency:

- Consistently demonstrate ability to respond to changing situations in a flexible manner in order to meet current needs, such as reprioritizing work as necessary.
- Minimize non-productive time and fill slow periods with activities that will enable you to prepare to meet the future needs of the system (education, organizing, housekeeping, and assisting others).
- Organize job functions and work area to be able to effectively complete varied assignments within established time frames.
- Consistently demonstrate ability to take the initiative to make decisions/choices without direct supervision.



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Adherence to Departmental Policies:

- Demonstrate knowledge and understanding of all policies and procedures and ability to reference them from appropriate books and manuals.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Work is performed in a professional medical based setting.
- Working extended hours may be required as needed.
- While performing the duties, the employee is regularly required to sit, talk and/or hear. The employee is frequently required to use hands to finger, handle or feel. The employee is required to reach with hand and arms. Occasionally required to climb, stoop, kneel, crouch and/or crawl. Frequently lift and or move up to 50 pounds. Must occasionally lift and/or move up to 75 pounds. Specific vision abilities include close vision and color vision.
- The noise level in the work environment is usually moderate to loud. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Incumbent will be exposed to virus, disease and infection from patients and specimens in working environment.
- Use of strength or agility in capturing and restraining stronger, more active animals.
- General handling and restraint of large animals. Occasionally handle dogs weighing up to and over 150 lbs. *Assistance will be provided by animal handlers when working with larger animals.*

Working Conditions

- While performing the duties of this job, the employee is exposed to hazards associated with aggressive patients; hazards associated with infected animals and controlled substances; exposure to unpleasant odors and noises; exposure to bites, scratches and animal wastes; possible exposure to contagious diseases.
- Follow federal and state animal health laws and regulations including OSHA and DEA.

Qualifications/Requirements:

- Possess strong organizational skills
- Able to work collectively with the administrative team.
- Able to work with minimum supervision

Education/Training/Experience:

- High school diploma
- Basic operation of computers, printers and scanners
- Familiarity with Medical Terminology
- Proficiency in Typing
- Familiarity with Microsoft Word



Job Descriptions

Animal Care Assistant / Student Intern

Position Title: Animal Care Assistant / High School Student Intern

Receipt and Acknowledgment:

I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements, and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the organization.
- I have read and understand this job description.

Employee Name: _____

Signature: _____

Date: _____



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Employee Name: _____

Signature: _____

Date: _____