



845 West Ridge Road, Gainesville, GA, 770-532-6617, [www.HSNEGA.org](http://www.HSNEGA.org)

POSITION:	<b>Clinical Operations Manager</b>
REPORTS TO:	Chief Operations Officer
GRADE	Experienced
LEVEL:	40 hours/week, however, this position may have varying working hours including the ability
HOURS:	to work nights and weekends as needed
CLASS:	Full-time, hourly; compensation commensurate with experience

### **SCOPE OF POSITION**

The *Clinical Operations Manager* serves as a key part of the clinical leadership team at the Humane Society of Northeast Georgia (HSNEGA). This position works closely with the Lead Veterinarian and the Chief Operations Officer (COO) to achieve organization objectives while providing leadership support to other medical team members on a daily basis. Essential duties include but are not limited to:

#### ***Medical Systems/Processes***

- Ensures/assists with proper administration of medications to shelter animals.
- Assists with ensuring all shelter animals are being cared for, treated/medicated properly, and be constantly aware of the shelter animals' conditions. Communicates staff/volunteer concerns regarding specific animals to appropriate senior clinical staff.
- In conjunction with Veterinarians, oversee administering care to animals in isolated areas as needed.
- Works in high-volume Spay/Neuter Center including, but not limited to, assisting with patient prep and recovery
- Works with the team to ensure accurate medical records for all shelter animals.
- Oversees the inventory of medications and medical supplies to ensure adequate inventory for surgery, wellness clinic, shelter animals, and resale medications under the guidance of the COO.
- Tracks controlled medications inventory with the assistance of the Lead Veterinarian.
- Works with senior leadership to make ongoing program adjustments and provide reports to ensure medical service goals are being met.
- Oversees the Shelter Medication records and Isolation areas to ensure all treatments are completed up to standard; reviews medical treatment book for proper completion; and holds clinical team members accountable for their work in all areas related to wellness, surgery and shelter medicine.

#### ***Management & Culture***

- Manages the recruiting, hiring and training of all Veterinary Assistants (VA)
- Trains/supervises VA's in surgery, wellness clinic and isolation areas including providing ongoing feedback/encouragement and supporting team in implementing new processes/procedures.
- Serves as the medical team staff's first point of contact.
- Monitors attendance, making sure they are clocked in on time and out by scheduled time.
- Holds staff accountable for knowledge of protocols, products and services.
- Provides and monitors all training and continuing education for VA's while maintaining current best practices for continuous improvement.
- Completes quarterly stay interviews with all staff
- Assists the Lead Veterinarian in developing and implementing protocols that improve the quality of life for shelter animals, improve the quality of medical services delivery to HPC clients and improve workflow efficiencies.
- Participates as part of the clinical leadership team in creating and fulfilling strategic initiatives.

- Proactively supports the future goals of HSNEGA as put forth by the Board of Directors.
- Commits to lead by example and uphold the values and culture of HSNEGA both holding yourself and your team accountable for a culture of care and compassion.
- Ensures clinical services clients receive courteous, professional service

#### **Other Duties**

- Monitors issues associated with the effective operation of HSNEGA; always advises COO of situations/ happenings either complimentary or detrimental to HSNEGA or the animals.
- Willingly and cooperatively performs other duties as assigned by proper authority that may not be in specific job description.
- Strives to remain current on best practices in animal health and sheltering/kennel operations to ensure staff is performing duties accurately and HSNEGA is in compliance. Recommend and implement changes to ensure the optimal operation of clinical care areas.

#### **Physical Requirements and Work Environment**

- Consistently exposed to animals/animal allergens under conditions with limited alternatives available.
- Occasional exposure to dead, sick, unruly, and/or dangerous animals in addition to exposure to parasites and infectious diseases.
- Must have the ability to perform in standard office, animal care, and kennel environments with exposure to hazardous chemicals.

#### **Knowledge, Skills and Abilities**

- Veterinary Technician Certification preferred (CVT, RVT, LVT or LVMT)
- Minimum (5) years of veterinary technician experience, preferably in a shelter environment with HQHVSN experience as well.
- Minimum of one (1) year of management experience.
- Patient exams, auscultation of heart and lung sounds, determine normal/abnormal TPRs and QATS
- Surgical skills including: preparing and maintaining the surgical environment in order ensure an asepsis environment for both patient and personal safety.
- Anesthesia monitoring and endotracheal intubation
- Nursing skills including: restraining patients, administering medications PO/IV/SUBQ/IM, applying and maintaining bandages, providing high quality physical and psychological needs of the patient.
- Pharmacology knowledge including: preparing and dispensing medications, calculating dosages, recognizing adverse reactions, knowledge of regulations regarding the safe handling of bio-hazardous materials.
- Acquire and possess a thorough understanding of - and dedication to - animal welfare issues
- Highly motivated with a professional attitude
- Must be able to work constructively within a team with an often fast paced and changing workload which at times can be stressful.
- Must be able to respond quickly to a variety of medical situations and cope with urgent/frustrating situations and remain calm.
- Understand and support the values, culture, and policies of HSNEGA.
- Experience in dealing effectively and tactfully with the public, and ability to create a team environment/positive work culture and implement change when needed.
- Ability to work with different software programs including MS Office and Pet Point.
- Willing and able to obtain training/continuing education as needed.

*This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship*