



Veterinary Nurse Assistant – Job Description

Basic Job Description: The veterinary nurse assistant team supports the work of the senior nursing team, doctors and customer service team in all areas of patient care, diagnostics, and owner education and communication. The job entails much client interaction, hands-on technical medical skills and animal handling.

The Animal Care Clinic Overall Team: Every employee at Animal Care Clinic is expected to be a team player, dedicated to the success of Animal Care Clinic, the health of our patients and service for our clients. All employees are cross-trained to some degree and must be familiar with the basic duties of every aspect of the business – customer service, medical care and lodging. This allows all employees to be able to work in all areas of the business if necessary.

We feel that patients come first, followed by clients and then teammates so that our own needs are considered last. We work with compassion and humility in order to maintain an efficient and pleasant workplace. Communication between each department of the clinic is vital to keeping the entire clinic on schedule and thus keeping the day flowing smoothly. Every employee is to behave professionally with the utmost integrity at all times.

All Animal Care Clinic employees are expected to continually learn and grow. We use reading, videos, role-playing, quizzes, staged client interactions and other forms of training and assessment to help our employees grow. Everyone is taught basic personality type information and how to use that to better communicate and meet needs. Employees are expected to self-reflect and show personal growth over time.

Expanded Job Description: After the customer service team, the veterinary nurse assistant makes initial contact with both patient and owner, thereby setting the tone for the appointment and controlling the client's perception of the clinic and expectations for the visit. It is essential that the veterinary nurse assistant be personable and possesses excellent communication skills.

By collecting vital signs, patient histories, laboratory samples and radiographic images, we gather the information the doctor needs to develop an appropriate treatment plan. We are expected to have a thorough understanding of preventive care and must be capable of educating owners in regards to vaccines, nutrition, parasite control and other wellness protocols.

The veterinary nurse assistant must be capable of running all in-house lab work and must have an understanding of the set-up, use and maintenance of all medical equipment. We must also be able to collect and prepare samples to go to outside laboratories. The veterinary nurse assistant assists in the surgery room, monitors anesthesia, cares for surgical and anesthetic equipment and helps with all anesthetic procedures.



Direct patient care is an essential part of the veterinary nurse assistant job. Responsibilities include in-patient nursing and treatments along with outpatient services including nail trims, injections and ear care. The veterinary nurse assistant must have excellent animal restraint skills and a keen understanding of canine and feline behavior so that all team members, clients and pets are kept safe during medical procedures.

The veterinary nurse assistant team will often be asked to assist in the lodge and on the customer service team. This requires a thorough understanding of each of these job categories. In virtually all cases, the veterinary nurse assistant will be expected to be expanding skills and knowledge and working towards the senior nursing team.

Minimum Requirements:

- Obtain and keep current a Veterinary Assistant Controlled Substances Permit (VACSP)
- Read, write and speak English fluently.
- Able to hear adequately to know if a medical alarm is sounding, a pet is vocalizing and to be able to comfortably carry on conversations with people in person and on the phone.
- Able to see adequately to read 10 point font on a laptop computer and see animal interactions occurring 50 feet away (able to obtain a driver's license.)
- Able to lift at least 50# from the ground to the level of the waist.
- Physically able to move quickly and with enough agility to get away from a lunging dog or a cat that has escaped and is trying to scratch people. This requires an ability to stand, walk, run several steps, twist and even jump quickly and fluidly.
- Must be able to ascend and descend one flight of stairs with up to 40# in arms
- Must have enough hand strength to restrain cats and all sizes of dogs without assistance.
- Must have basic mathematics skills to allow making change, calculating basic drug dosages and to safely fill prescriptions.
- Employees should have normal immune competence – the veterinary workplace exposes employees to a higher level of risk for zoonotic diseases. Any immunosuppressed individuals will be asked to sign a document indicating they are aware of these risks.
- Because employees are part of a team and possess skills that do not allow for temporary hiring to cover short absences, employee must have adequate health & lifestyle to allow an average of no more than one missed shift per month outside of scheduled vacations



Skills List

- Answer phones, use phone system
- Make Appointments
- Greet clients in person and on the phone
- Manage patient files
- Bathe pets and teach owners to use bathing area
- Set up, maintain and clean patient housing
- Laundry
- Basic inventory – restock, unpack orders
- Make progress calls to clients with basic medical knowledge
- Basic office skills
- Take patient vital signs
- Understand preventive care & discuss with client
- Take medical notes for doctors
- Animal restraint
- Prepare prescriptions and maintain records
- Collect blood, urine and other samples for lab testing
- Run in-house lab tests
- Perform basic medical procedures such as toenail trims, ear cleaning, injections, tear production tests, etc.
- Assist with radiography
- Monitor anesthesia
- Care for medical equipment
- Understand CPR and emergency interventions
- Surgical assistance
- Assist with and perform dental cleanings
- Place IV catheters
- Basic nursing care for in-house patients
- Basic wound care
- Understand animal behavior and safety
- See attached training checklists