

Position	Practice Manager (Operational)
Practice Type	Mixed/Small Animal practice
Job Purpose	To ensure the practice nursing team runs smoothly and efficiently in all areas.
Reports To	Practice Partners
Statement of Responsibility	The Practice Manager is responsible for the undertaking of these responsibilities by all nursing staff and will have to personally undertake the tasks as required. This document represents a description of your role within the practice and the standards of performance expected of you
SUMMARY OF DUTIES	
Key Duty	Responsibilities
1. Managerial and Supervisory Performance	1.1 Clinic Policy 1.2 Marketing and Promotion 1.3 Human Resources and Leadership
2. Administration Performance	2.1 System Compliance 2.2 Inventory Control 2.3 Office Routines
3. Surgical Nursing Performance	3.1 Surgical Equipment 3.2 Surgical Patient Care 3.3 Communication
4. Medical and General Nursing Performance	4.1 Pathology 4.2 Veterinary Nursing Care 4.3 Radiographic Procedures and Routines 4.4 Specialised Medical Routines 4.5 Emergency and Critical Care
5. Reception and Client Care Performance	5.1 Animal Care Advise 5.2 Patient and Client Record keeping 5.3 Scheduling 5.4 Communication 5.5 Customer Service 5.6 Product and Medicine Retail 5.7 Merchandising
6. Operational Functions Performance	6.1 Clinic Hygiene 6.2 Clinic Security and Safety 6.3 Clinic Maintenance
7. Personal Conduct Performance	7.1 Communication 7.2 Problem Solving 7.3 Job Knowledge 7.4 Personal Presentation 7.5 Confidentiality 7.6 Continuing Education

KEY DUTY 1 Managerial and Supervisory Procedures

1.1	Clinic Policy
1.1.1	Develop and review clinic policies and procedures with Practice Partners, and other internal and external persons in all areas of practice.
1.1.2	Ensures nursing staff comply with clinic policy.
1.2	Marketing and Promotion
1.2.1	Implements practice and promotional activities in line with business and marketing plans or as directed.
1.3	Human Resources and Leadership
1.3.1	Implements and organises training for veterinary nurses in line with practice role descriptions.
1.3.2	Ensures training incorporates use of practice policies and procedures.
1.3.3	Ensures induction program for new nurses is undertaken as per practice requirements in line with policies and procedures.
1.3.4	Ensures actions are taken to develop good teamwork and morale.

KEY DUTY 2 Administration Procedures

2.1	System Compliance
2.1.1	Ensures policies and procedures are maintained and trained throughout the practice.
2.2	Inventory Control
2.2.1	Ensures regular inventory of veterinary supplies is taken as per <i>policy and procedures/as directed</i> .
2.2.2	Ensures medicines and supplies are ordered.
2.2.3	Ensures stocks are priced according to <i>policy and procedures/as directed</i> .
2.2.4	Ensures medicines are stored as required by legislation and <i>policy and procedures/as directed</i> .
2.3	Office Routines
2.3.1	Ensures practice accounts are prepared and issued to clients <i>as per policy and procedures/as directed</i> .
2.3.2	Ensures daily takings are recorded and banking completed as per <i>policy and procedures/as directed</i> .
2.3.3	Ensures correspondence is processed and mailed in line <i>policy and procedures/as directed</i> .
2.3.4	Ensures computer, hardware and software is maintained and details entered <i>policy and procedures/as directed</i> .

KEY DUTY 3 Surgical Nursing

3.1	Surgical Equipment
3.1.1	Ensures routine packs and surgical equipment are selected, prepared and sterilised for specific procedures as per <i>policy and procedure/as directed</i> and duty veterinarian requirements.
3.1.2	Ensures operating table and environs are cleaned and disinfected in line with <i>policy and procedure/as directed</i> pre and post operatively.
3.1.3	Ensures all theatre equipment, linen and environs are cleaned and maintained to practice standards.
3.1.4	Organise staff support as required and ensures surgery schedules are prepared in consultation with duty veterinarian.
3.2	Surgical Patient Care
3.2.1	Ensures animal intakes and pre-operative procedures are carried out as instructed and as per <i>policy and procedure/as directed</i> .
3.2.2	Undertakes preparation of animal for specific procedures according to <i>policy and procedure/as directed and as instructed</i> .
3.2.3	Monitors and records patient vital signs, whilst undergoing pre-medication, anaesthesia, surgery and recovery as per <i>policy and procedure/as directed</i> .
3.2.4	Ensures first aid procedures on patient are carried out as directed.
3.2.5	Undertakes post-op patient plan programs in line with veterinarian's instructions.