

**JOB DESCRIPTION for Animal Care Nurse (ACN)**

MVC Mission:

To provide individualized, thoughtful and practical care for pets and the people who love them.  
For all else, it depends.

MVC Core Values:

1. **Be deserving of trust** - Our co-workers, clients and patients expect us to have their best interests in mind with everything we do. It takes hard, team-oriented, selfless work every day to continue to earn that priceless commodity.
2. **Be a good person** - Our integrity, empathy, loyalty, desire for clear communication and thoughtfulness will demonstrate that we truly care about those around us.
3. **Think** - Nothing is completely routine in veterinary medicine or client service. We keep our brains turned on and tuned in so that we can be creative and resourceful while we remain focused and aware.
4. **Own it** - We take pride in our work. We have a responsibility to do our best because we are accountable for our performance.
5. **Learn and grow** - By being intellectually curious, open-minded and learning from our mistakes, we continue to improve ourselves and MVC and meet the ever-changing needs of our patients, clients and team.

**Overview**

The Animal Care Nurse's (ACN) primary duty is the care of the animals in the kennel and to treat them as if they were her or his own. Meeting their needs is Job One and this includes: their feeding, watering, medicating and monitoring; the documentation that goes with those tasks; and the cleanliness of the animal, their cage and kennel environment in general. The ACN is also responsible for the cleanliness and maintenance of the rest of the hospital and hospital grounds. The ACN is also tasked with helping all other job positions perform their work

Above and beyond any category of duties or particular task listed in this document, all employees at Manchester Veterinary Clinic must have the ability to work within the guiding principles of MVC's Mission Statement and Core Values. Typically, these are innate behaviors and patterns of interaction rather than learned skills. Team members are selected because they have demonstrated these abilities or the potential to display them. Team members either have it or they are not part of our team.

**Responsibilities**

## Animal Care

- Supply food and water as appropriate and/or directed
- Medicate as directed including oral and topical medications and insulin injections
- Supply clean cage with appropriate bedding
- Make sure animal is clean and dry; clean, bathe, brush as required/directed
- Monitor appetite, attitude, urination, defecation and any appearance that is out of the ordinary or possibly abnormal
- Document animal care on cage card and in medical record as necessary
- Admit boarders: greet client, receive owner instructions and supplies, weigh and flea check pet, place in bed, label / store belongings, start boarder medical note and other visit / needs documentation as necessary
- Discharge boarders: confirm appropriate condition and appearance, gather belongings and boarding information, answer owner questions about pet's stay, document discharge information

## Kennel Care

- Make cleaning solutions
- Clean and sanitize cages
- Clean and sanitize runs
- Remove fecal material from runs and exercise yard promptly
- Clean and sanitize litter boxes
- Clean and sanitize food and water bowls
- Maintain clinic laundry to prevent dirty towel/bedding accumulations
- Maintain orderly kennel cubbies, working surfaces, storage cages, food storage

## Hospital Care

- Maintain hospital grounds including timely morning trash removal, landscape/planter watering and maintenance, snow/ice removal & management
- Vacuuming and mopping
- Understand and carry out jobs on the weekly, monthly, yearly and downtime task lists
- Receive product orders – properly document and put away

## Staff Assistance

- Assist doctors, ERA's, techs with treatments, procedures, radiographs, anesthesia and acquiring lab samples and any associated clean up with these activities
- Assist ERA's with exam room cleaning
- Assist front desk with maintaining cleanliness of waiting area, discharge hallway, entry areas, walkways and parking lot, particularly in removal of animal waste
- Assist in packaging lab work
- Assist in prescription preparation and food order completion
- Assist with safe animal restraint

## Miscellaneous

- Take on and perform special projects
- Take on and manage one or more specific areas of responsibility
- Assist in the training of new staff
- Perform other duties, possibly outside the scope of ACN work, as assigned

### **Competencies**

This is the basic skill set that allows the ACN to perform the job with maximal success and productivity. These are not job prerequisites but timely mastery of all of these skills through training, experience and continuing education is an expectation.

- Basic knowledge of and ability to use of MVC practice management software and computer network, particularly to be able to create and update medical notes pertaining to animals in the clinic
- Working knowledge of MVC digital messaging system, presently Slack
- Working knowledge of MVC's Employee Handbook
- Working knowledge of MVC's employee online scheduling software, presently When to Work
- Working knowledge and understanding of appropriate use of MVCs time clock program
- Working knowledge of MVC vocabulary and abbreviations
- Documented understanding of MVC's Hazard Communication Plan and all of its content
- Mastery of animal control, manipulation and restraint techniques, particularly when performed in front of the animal's owner
- Mastery of "reading" an animal's body language relative to pain, fear and likely reaction to restraint
- Mastery of basic grooming skills including nail clipping, anal sac emptying, basic de-matting with comb or clipper, ear cleaning, flea checking
- Mastery of catching urine samples
- Mastery of giving insulin injections
- Mastery of basic communication skills and strategies to maximize effectiveness of interactions with clients and co-workers
- Familiarity with MVC's proven processes and standard operating procedures for ACN-appropriate tasks, including how to access them
- Familiarity with basic animal husbandry and care and general veterinary information and vocabulary

### **CE and Areas of Expected Growth:**

Ongoing training in animal handling, communication, veterinary knowledge and client education areas with demonstration of advancing achievement is expected. CE expectations include:

- Attendance at and participation in regularly scheduled staff meetings and midday rounds
- Regular use of CE time and money allowances as described in Employee Handbook
- Completion of any other assigned CE work

### **Position Requirements / Physical Requirements**

- Minimum age requirement is 18 years
- Minimum education requirement is a high school diploma; some college-level training preferred
- Animal care / husbandry background desirable but not required

- Basic computer skills including typing, ability to learn new software use rapidly, ability to navigate computer network
- Availability to work a variety of day, evening, weekend and holiday shifts to include short and long (10hr) shifts, typically not in a fixed week to week pattern
- Availability to prioritize, with advanced information, attendance at staff meetings and clinic events even if on days off
- Ability to maintain a professional appearance and demeanor along with a positive attitude; a sense of humor is a plus
- Ability to communicate clearly both verbally and in writing
- Ability to lift and carry objects weighing 40 pounds without assistance and objects weighing more than that with assistance
- Ability to work standing, sitting, bending and kneeling/on the ground for sustained periods of time
- Ability to accept constructive feedback and use it solely for improved job performance
- Within the realm of a safe work environment, the ability to accept, without disdain or impeded productivity: exposure to unpleasant noises and odors; the sight of blood; exposure to animal waste, stress, illness, pain, death and euthanasia; exposure to the full range of human emotions that may be expressed by pet owners; exposure to the risk of animal bites, scratches and zoonotic diseases

By signing below, I agree that I will be able to meet the requirements and perform the duties listed above. I also understand that any request for relief from the physical requirements of this position must be accompanied by physician documentation, and may affect my employment with this company should I not be able to perform these duties for any significant period of time.

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Employee Signature

Printed Name

Date

Employee: Please retain a copy of this document.

Manager: Please put in HR file.