# JOB DESCRIPTION

**JOB TITLE: REPORTING TO: AREA: RESPONSIBLE FOR:**

Lead Vet Clinical Director VET

All vets

**Company Profile:**

Linnaeus Group is a vibrant, forward-thinking partnership of highly respected veterinary practices across the UK, comprising some of the best clinicians in the profession.

Linnaeus invest in quality practices who put patient care at the heart of everything they do. We are incredibly proud of each and every member of our diverse portfolio, from the UK's most respected small animal referral centres to our selection of high quality first opinion practices.

**Our Vision is:** 'To be recognised as the UK's leading veterinary group, committed to excellence in all that we do, delivered through high quality practices who share a common ethos'.

**Our Values are:** Leadership with Integrity I Learning & Innovation I Lifetime Commitment to Quality Care

# OVERVIEW

The Lead Veterinary Surgeon's role is key to the team's ability to succeed. They will be leading and working alongside a clinical team including vets, nurses and receptionists across the practices, all aiming towards providing the highest standards of care while, maximising convenience, reducing customer effort and bond clients to the Practice. The Lead Veterinary Surgeon is responsible for managing the clinical activities of the Vets and acts as the first line of management, developing the team to optimise uptake of clinical services.

The Lead Veterinary Surgeon is to support and work closely with and assist the Clinical Director to provide leadership, coordination, ensure adequate cover for shifts, appropriate training and development to their team and when not deputising to undertake duties of a vet. They also need to take part in the day-to-day organisation of the team and responding to requests for unplanned absence cover.

# MAIN PURPOSE & GOALS

* To adhere to Linnaeus core values and Mars five principles
* To promote a good image of your Practice and promote our services, personnel and products, both within and outside the practice at all times.
* To understand, help to develop and implement practice policies.
* To support marketing initiatives.
* To demonstrate a commitment to CPD and training within your role.
* To help drive forward and develop the business in conjunction with the Senior Leadership Team, with the goal of providing gold standard care and optimising profitability.
* To assist in effectively leading and developing the veterinary team under the direction of the Clinical Director.
* To deputise for the Clinical Director in their absence or as required to provide continuous cover and leadership for their team.
* To assist in providing vets to all areas of the practice to support operations, being guided by the needs set out by, and in close liaison with the Clinical Director.
* To ensure that all team members follow H&S guidelines and do nothing to jeopardise their own or their colleagues H&S.

# KEY RESPONSIBILITIES

# PEOPLE LEADERSHIP

* Ensure that you are a culture leader - exhibiting awareness of and adherence to the Practices, Linnaeus Core Values and Mars Five Principles. Motivating, encouraging and mentoring. Be a positive presence in the workplace.
* Liaise between your team and the Clinical Director to ensure effective lines of communication at all times in terms of delivery of client and patient care.
* Lead the team through leading by example and demonstrating the highest personal professional standards.
* Provide encouragement and support to your team, including communicating team goals and identifying training needs.
* Ensure all members of the veterinary team are aware of their roles and responsibilities as explained in their job descriptions and that they are given the tools to complete these on a daily basis.
* Promote practice and group policies and guidelines that apply to all associates and effectively manage any performance issues with the assistance of the Clinical Director.
* Deal with people-related matters promptly and honestly and liaise with the Clinical Director and HR for guidance and support where necessary.
* Recognise when another team member requires assistance and act on this.
* Assist the Clinical Director with vet recruitment and inductions of new starters.

# CLINICAL LEADERSHIP

* Alongside the Clinical Director, supervise and monitor Clinical standards within the practice.
* Ensure prescribing is carried out to practice protocol and standards.
* Oversee and assess infection control, hygiene standards and cleanliness of your practices.
* Attend and contribute to monthly meetings as required, make efforts to attend any CPD sessions.
* Participate in clinical audit when requested to do so by the Clinical Director CD.

# OPERATIONAL

* Manage the daily rota to ensure optimum use of associates during both busy and quiet periods.
* Ensure all associates take appropriate breaks.
* Be aware of the operational aspects of the work day that affect practice profitability.
* Oversee infection control at your practices.
* Oversee stock control and stock takes at your practices.
* Oversee the maintenance of equipment ensuring that it is cared for to a high standard.
* Ensure all staff are trained in the use of all equipment likely to be used and keep a record of this.
* Produce written communications and reports as required.
* Ensure you have completed the appropriate GDPR training and that all your work is compliant with GDPR policy.
* Assist with and attend monthly meetings.
* Continuously reflect on the client journey at each site. Liaise with the Senior Leadership Team to ensure the customer journey is optimised with central re-evaluation to deliver exceptional customer care.
* Assist the SLT to minimise debt and losses, ensuring cases are charged appropriately.
* Innovate and bring ideas forward to the Clinical Director for the development of the practice.
* Assist the SLT in the production, adaption and implementation of SOP and procedures.

# WHILST MAINTAINING DUTIES AS A VETERINARY SURGEON

* Perform the expected duties of a veterinary surgeon as well as leading by example, taking a proactive approach to cases prioritising outstanding client care.
* Exhibiting a compassionate and caring approach to patients/clients.
* Ensuring each patient receives a full clinical exam and has a detailed history taken for all presenting conditions. All relevant information should be recorded on the patient' s records.
* Performing or liaising with other veterinary surgeons to ensure inpatient care and surgical procedures are carried out at the required standard.
* Ensuring that all documentation in relation to each patient is completed as per department procedures.
* Providing clear clinical treatment plans and hospitalisation records.
* Ensure that clinical examinations, diagnostic, surgical, dental and medical interventions are carried out with compassionate care, are at the highest quality and minimise patient distress or discomfort.

# PERSON SPECIFICATION

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| **SPECIFICATION** | **ESSENTIAL** | **DESIRABLE** |
| Experience | * 3 years in practice. | * Experience of leading a team. |
| Knowledge | * **RCVS** code of conduct and practice. | * Organisational operations. * Performance management. |
| Qualifications | * **MRCVS** | * Leadership or management |
| Skills & Abilities | * Coaching, mentoring and supportive. * Excellent listening and   communication skills. | * Innovative and forward thinking. * Problem solving. |

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|  | * Team player. |  |
| Other qualities | * Ability to make decisions that benefit the whole team not   individuals. | * Knowledge of organisational   restrictions. |

**HEALTH & SAFETY**

* Be fully aware of all Health & Safety issues and read all information supplied
* Ensure all allocated courses are completed within a 30-day timeframe.