



## GLADSTONE VETERINARY CLINIC

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### **Veterinary Assistant – Job Description**

A technician assistant is assigned to assist both staff technicians and veterinarians, and cannot perform duties that require Certified Veterinary Technician licensure. Each VA will demonstrate the capacity to provide excellent medical care deliver under the direction of the veterinarian and CVT teams.

Veterinary assistants will be trained in the delivery of high quality, comfortable care to all facility animals during their stay in our facility. He/she will also be responsible for maintaining a clean and sanitary facility with the major focus on the treatment area.

The veterinary assistant will report to the veterinarian and CVT for all medical related issues and to the practice manager for all other issues.

By assisting the technicians and doctors, veterinary assistants can help maintain the high and very important standard of care for our patients. Every aspect of the patient's care carries over into client service, as well. By educating our clients, we can give them the opportunity to provide optimum care for the life of their pet. Serving clients beyond their expectations with our patient care, customer service, and hospital cleanliness will enable us to forge strong bonds with our clients and their pets.

Requirements of this position include:

- Each veterinary assistant is responsible for obtaining 7.5 hours, annually, of accredited continuing education to further his or her skill level, in accordance with hospital protocols.
- The ability to follow directions with and without supervision;
- The ability to lift objects or pets or at least 30 lbs;
- The ability to control large, anxious, or aggressive pets;
- The ability to recognize certain behaviors in animals;
- The ability to learn and understand medical terminology and procedures;
- The ability to admit or ask questions when a task is unclear;
- The ability to show leadership towards other assistants, hospital assistants, and volunteers;
- The ability to adapt to the different needs and styles of technicians and doctors;
- The ability to work with computers and other office and laboratory equipment;
- The ability to spell, alphabetize, and perform basic mathematics; and
- The ability to provide exceptional customer service.

Task descriptions include important aspects of hospital function, including high standards of animal care and treatment, customer service, and hospital cleanliness and maintenance.

- Animal care and treatment responsibilities
  - Safe and humane restraint of cats, dogs, birds, reptiles, small mammals, and other exotic species

- Proficiency in phlebotomies in all patients
- Appropriate vaccine selection and preparation, based on individual patient history, age, and clinic recommendations
- Proficiency in obtaining temperatures, pulse, and respiration.
- Assisting technicians in obtaining diagnostic quality radiographs as requested by the staff veterinarian while following clinic safety protocols.
- Proficiency of subcutaneous and intra-muscular injections, including knowledge of safe routes of administration of common injectable medications.
- Preparation of diagnostic specimens for fecal floatation and cytology, and ear cytology.
- Diagnostic interpretation of fecal floatation, fecal cytology, and ear cytology.
- Preparation and analysis of in-house laboratory tests, including CBC (laserplate only) and chemistry, PVC, total protein, urinalysis, urine sediment, FeLV/FIV tests using snap test kits, Parvovirus tests, heartworm tests. Certified veterinary technicians should evaluate blood-smears for in-house CBCs.
- Outside laboratory specimen preparation for routine laboratory tests, using reference guides as needed for specific requirements for each test. Seek assistance from the certified veterinary technician or attending veterinarian for collecting samples for non-routine tests.
- Proficiency and comfort in toenail trims, routine anal gland expression, ear cleaning, flea combing to check for fleas or flea dirt, and minor bathing procedures
- Proficiency in bladder expression in canines and felines.
- Safe maintenance of general anesthesia, under the supervision of a veterinarian, for routine, low-risk anesthetic cases. Ability to pressure-test and trouble-shoot problems with anesthetic equipment.
- Surgical preparation of all species.
- Assisting the veterinarian during surgery, including scrubbing/gowning into surgeries and assisting as needed, if a certified veterinary technician is not available.
- Sterilization of surgical equipment, maintenance of autoclave, and changing oxygen tanks.
- Cleaning, polishing, and charting teeth during dental prophylaxis.
- Inventory management, including adding items to the want list as needed
- Maintenance of surgery and x-ray logs.
- Development of knowledge of drugs, routes of administration, and their usages
- Assisting technicians and doctors in any way needed or requested
- Administration of medical treatment as directed by staff veterinarian
- Provide for care and comfort of hospitalized animals
- Perform clear, complete, and timely medical record documentation
- Provide client education.
- Assist technicians immediately in assessing and triaging emergency cases to see if they are stable.
- Adherence to AAHA standards and hospital protocols.
- Setting IV catheters and proficiency in cystocentesis for sterile collection of urine samples are skills goals for technician assistants to work towards mastering