

Position Title:	Lead Specialty Registered Veterinary Technologist (RVT)
Reports to:	Medical Director
Department:	Specialty Medicine
Status:	Full-time Permanent (40 hours per week)

Position Summary

The Lead Specialty Registered Veterinary Technologist (RVT) is empowered and responsible to be the leader and manager of the Registered Veterinary Technologists (RVTs) and Technologist Assistants (TAs) that operate in a speciality capacity at Pulse Veterinary Specialists & Emergency. The Lead Speciality RVT will also perform as a highly-trained RVT on the clinical floor to set an example of patient care, client care, and teamwork.

The Lead Specialty RVT will work closely with the specialty department Veterinarians to deliver high level patient care. They will report to the Medical Director and have regular collaboration with the Lead Emergency RVT, RVT Manager, and Hospital Director.

The ideal candidate values both leadership by example and providing mentorship to maintaining a collegial working culture and prioritizes embracing the strategy, commitments, and goals of the organization.

The Lead Specialty RVT will spend approximately 30 hours per week on clinics performing their department specific duties and 10 hours per week on administrative and training duties.

The specialty areas that the Lead Specialty RVT and their team support include: Cardiology, Dentistry, Neurology, Ophthalmology, Radiology, Surgery, Internal Medicine, and other potential specialty areas in the future.

Duties and Responsibilities

Technical:

Performs all technical responsibilities of a Registered Veterinary Technologist (RVT) including:

- Usage and care of medical equipment, as well as sterilization techniques.
- Placing IV catheters; calculating drug doses, fluid requirements and CRIs.
- Understanding anesthesia.
- Producing radiographs.
- Performing CPR.
- Familiar with oxygen monitoring, management, and hospital ordering procedures to support team members as required.
- General management and supervision of Specialty RVT and TA team members.
- Coordinates and provides employee absence coverage to support RVT Manager as needed.
- Supports management of customer complaints in partnership with the Hospital Director, interacting with clientele to deescalate, resolve, and/or escalate issues in a timely fashion.
- Troubleshoots and maintains practice software including client and patient record management, as well as employee management platforms.
- Develops and implements SOPs to support smooth hospital operations.
- Follows all federal and provincial animal health laws and regulations regarding workplace health and safety.

Administration, Communication & People Leadership:

- Liaises with RVT Manager to oversee scheduling for specialty areas as needed. Familiar with scheduling and timesheet approval processes to support RVT Manager as required.

- Works with service team leads and Hospital Director to develop a core list of expectations and sign-off for specialty team member training. Regularly communicates and follows-up with service team leads to ensure all specialty team members are proficient in respective areas.
- Provides ongoing leadership to develop specialty team members including training advanced skills such as: NG tubes, anesthesia ventilators, chest tube management, tracheotomy tube management, CPR. Ensures staff members are trained in their respective areas to allow for departmental coverage.
- Engages with Specialty Veterinarians to ensure their respective departments are efficiently staffed and supported. Identify problems and facilitate solutions to ensure smooth operations within the hospital.
- Collaborates with Hospital Director, RVT Manager, and human resources on employee matters within the specialty team including: performance management, conflict resolution, and recruitment and hiring efforts.
- Facilitates regular specialty team meetings and attends management meetings as required.
- Openly and proactively communicates updates to specialty team, Hospital Director, and leadership team. Prioritize interdepartmental synergy by maintaining open lines of communication with other departments.

Other duties may be assigned as required.

Qualifications

The ideal candidate will have:

Education and Experience

- Animal Health Technology college diploma.
- Minimum of 2 years RVT experience (preferably in a specialty department).
- Previous experience in a supervisory or management role is preferred.

Knowledge, Skills and Abilities

- Demonstrated ability to lead, motivate, and develop teams.
- Exceptional interpersonal, verbal, and written communication skills.
- Proven active listening and problem-solving skills.
- Understands how to communicate difficult/sensitive information professionally.
- Strong time management and organizational skills including the abilities to plan, coordinate, multitask and prioritize.
- Genuine interest and initiative to help Pulse be the best practice it can be.
- Strong initiative and desire to be an integral key player in the growth and maturation of the specialty service.
- Intrinsic desire to grow personally and professionally.

Company Benefits

Pulse employees receive:

- Competitive compensation package
- Continuing education benefits
- Personal pet discounts
- Professional dues
- Uniform allowance
- Shift differential (where applicable)
- Deferred profit-sharing plans
- Opportunities for growth and professional development
- Access to a diverse team with varied experience and knowledge