



ANIMAL **EMERGENCY** CARE

Operational Coordinator of Veterinary Advocates

Department of Veterinary Advocates

Employee Name:

Hire Date:

Effective Date: June 3, 2024

JOB DESCRIPTION

OPERATIONAL COORDINATOR OF VETERINARY ADVOCATES

POSITION OVERVIEW

The Operational Coordinator of Veterinary Advocates plays a central role in the strategic design and functioning of the department of veterinary advocates. The coordinator serves as the department's training expert, collaborating with all hospital team members to continuously refine operational processes and optimize efficiency and effectiveness. The significant floor responsibilities (>50%) of this role allow the Operational Coordinator of Veterinary Advocates to lead by example, serve as a touchpoint for mentorship of the team, and more accurately determine of the effectiveness of departmental policies. Collaborating closely with the veterinary advocates, they ensure seamless coordination between client care and medical priorities, prioritizing critical cases and balancing workload for the hospital. All AEC job descriptions are living documents which will be continually edited and updated to best reflect the requirements and duties of the position they detail.

QUALIFICATIONS

AGE REQUIREMENT

Minimum age requirement is 18 years old.

EDUCATION REQUIREMENTS

High school diploma or equivalent

EXPERIENCE REQUIREMENTS

- Two years employment within veterinary medicine.

PERSONAL REQUIREMENTS

- Genuinely enjoys working with animals and is capable of caring for them even when they are stressed, ill, or in pain.
- Must be available to work nights, weekends, and holidays to be considered for the Operational Coordinator of Veterinary Advocates position.
- **Physical Effort:** Work requires moderate physical effort, including moving animals and equipment (assistance available as needed), walking or standing for extended periods of time, and frequently working in a bent or squatting position.
- **Working Conditions:** May be exposed to unpleasant odors, noises (including barking dogs), and animal feces. May be exposed to bites, scratches, and contagious diseases. May be exposed to chemicals and medications necessitating the use of personal protective equipment. May be exposed to inclement weather while assisting patients and clients outside of the hospital.

PREFERRED SKILLS

- College degree
- Two years employment in a leadership role

WAGE AND BENEFITS

Please reference open job advertisements for the current salary range.

Benefits are outlined in the employee manual and are separate from the hourly wage.

ORGANIZATION EXPECTATIONS

AEC employees commit to uphold and embrace the AEC core values of **Empathy and Compassion, Efficiency, Integrity and Personal Accountability, Change and Innovation, Openness and Trust, Valuing People and Their Ideas, and Excellence.** Organization expectations for all team members are explored in greater detail in AEC's Key Performance Indicators documentation, available upon request.

- Puts the welfare of the patient first, providing patient and compassionate care.
- Engages with clients and team members with empathy and compassion, prioritizing treating all individuals in the hospital with respect.
- Manages time effectively.
- Able to stay calm and objective even in stressful situations.
- Communicates kindly and professionally both with the team and with clients.
- Maintains an attitude of flexibility and adaptability
- Open to new information, ideas, and perspectives.
- Provides feedback to teammates constructively and kindly.
- Can follow and commit to a regular schedule.
- Takes an active role in their continued professional development and skill growth and participates in the training and mentoring of their teammates when proficient in a particular skill.

POSITION RESPONSIBILITIES

Operational

- Meets with the triage team on a scheduled basis to coach and to train the team on new policies and/or changes in protocol.
- Works with other coordinators to ensure training needs of all departments interface, resulting in improved efficiency and communication between departments.
- Collaborates with administrative team when their support is necessary to meet training needs for the triage team.
- Acts as the liaison for triage between all departments.
- Participates in the hiring process of all departmental team members.
- Advises human resources on the scheduling needs of the triage department.
- Creates, implements, and oversees educational plans for the department.
- Cultivates working relationship with individual triage team members to set them up for success, stay apprised of growth opportunities, and advocate on their behalf as needed.
- Participates in fair and consistent coaching as needed, including mediation between coworkers, to provide insight as to how the organization can better meet the needs of a team member.
- Understands the documentation process within the coaching model.
- Mentors new teammates.
- Encourages self-advocacy and collaboration amongst the team when trying to find a solution to a problem.
- Fosters an environment of collaboration with all departments in the creation, adjustment, and updating procedures and protocols to meet the hospital standards of patient and client care.
- Develops and maintains protocols that assure cleanliness, continuity, and a caring environment within our facility.
- Continually reviews and modifies systems and procedures to ensure optimal service to clients.
- Maintains a facility that follows safety guidelines for OSHA, Labor and Industries (L&I), Department of Health, Fire Department and Security.
- Approaches facility maintenance as guided by VECCS and AAHA standards.

Janitorial Duties

- Maintains the janitorial needs of the property. Janitorial duties include sweeping, mopping, vacuuming, emptying trashes and recycling, disinfecting flat surfaces (countertops and workspaces), general tidying, and other duties as outlined in the aforementioned task lists.
- Maintains functional knowledge of the safe and appropriate application of chemicals and cleaning supplies used in the hospital.

Maintenance

- Maintains and troubleshoots office equipment including computers, telephones, copiers, and fax machines.

Client Support

- Greets clients with poise and natural ease.
- Creates a connection with clients during interactions through active listening and compassionate communication.
- Triage client concerns over the phone and in-person and effectively advises the client on the urgency of their concern.
- Helps clients access information to assist in making educated decisions regarding pet care.

- Confidently explains necessary follow-up and homecare instructions.

Finance

- Prepares client invoices for services performed.
- Accurately processes financial transactions on all platforms.
- Maintains a thorough understanding of hospital payment policies that allows for confidence in constructively explaining estimates and treatment plans.

Technical

- Receives and relays telephone, fax, and email messages accurately and promptly.
- Answers telephones using a multi-line system, communicating quickly, efficiently, and in a professional and friendly manner.
- Accurately enters and updates client and patient information into practice computer software.
- Has computer literacy and prioritizes accuracy in inputting details.
- Admits patients and handle medical records entries accurately and according to hospital procedure.
- Prepares immunization certificates and euthanasia certificates.
- Facilitates client/patient transfers.

Medical

- Understands basic medical terminology and abbreviations.
- Feels confident answering client inquiries about basic animal care and routine hospital procedures.
- Answers client medical questions with confidence and directs to veterinarians when appropriate.