

<b>Job Title</b>	<i>Medical Coordinator</i>
<b>Reports To</b>	<i>Animal Wellness Manager</i>
<b>Starting Salary</b>	<i>Hourly Position: \$16.- \$18 non-RVT, \$18-\$20 RVT</i>

## Job Purpose

The purpose of our Medical Coordinators is to perform the medical processing, intake, temperament testing, and day-to-day medical care of HSHC animals. The Medical Coordinators address any urgent medical needs of animals and bring immediate concerns to the Animal Wellness Manager. The Medical Coordinators also assist the Medical Director of Veterinarian Services in surgical procedures as needed. This role serves as a liaison to the Animal Wellness Manager and Surgical Lead. The Medical Coordinators will also assist veterinarians with exams as required.

As part of the Medical Coordinator team, this individual is responsible for completing the task mentioned as part of the animal intake process and ensuring animals are medically processed, temperament tested, and moved onto the next step in our workflow process in a timely manner—the goal being that adoptable animals are going onto the adoption floor as soon as possible. This individual is also responsible for following all established treatment plans for sick animals according to our medical protocols. Some animals may require collaboration with the Director of Veterinarian Services (DVS) to determine a treatment plan for emergency care, unique health issues, and/or require the care of a specialist/other DVM. These determinations will be made by the Animal Wellness Manager or the DVS. The Medical Coordinators will also be responsible for providing support in the surgery suite as needed and directed by the Surgical Lead and or DVS.

## Duties & Responsibilities

**The Medical Coordinators are responsible for coordinating the daily functions of our medical department's inner workings of the functions of including, but not limited to:**

- Must be able to work energetically for the entire assigned shift, sometimes exceeding 9 – 10 hours per day. The shift does not end until all duties are completed for the day or until a supervisor dismisses the staff.
- Physical exertion will include repetitive standing, walking, stooping, bending, twisting, and lifting. Must be able to grasp, hold, and manipulate objects varying from small and fine to large and heavy with both hands.
- Employees must physically hold and restrain pets that may struggle, scratch, or try to bite. This requires the emotional ability to remain calm and compassionate with animals that are reacting to fear and/or pain and the physical strength, dexterity, and reflexes to keep the pet, themselves, and other doctors or staff safe.
- Employees must be able to view physical symptoms or medical problems, read medical instruments, and follow handwritten instructions.
- Employees must be able to respond and quickly react to frequent auditory signals, warnings, or communication from other staff, animals, or medical equipment.
- Conduct routine exams, tests, vaccines, and treatments, and providing proper dosages for animals that are sick in HSHC's care.
- Execute both oral and written communication effectively with the staff and managers as it pertains to making treatment suggestions and facilitating extended treatments.
- Monitor general health of animal population daily.

- Perform humane euthanasia when approved by the medical or operations managers.
- Work closely with foster department and provide all immediate foster animal and foster parent needs when appropriate.
- Conduct medical and behavioral counsels.
- Provide medical care to animals such as giving SQ fluids, daily medications, and taking vital signs, as well as following all directions given by the staff veterinarian.
- Process the intake of new animals with HSHC protocols in preparation for adoption.
- Open, turn over and clean operating rooms, as well as clean instruments and wrap packs.
- Perform patient assessments, anesthesia, procedures, and treatment.
- Participate in all surgical procedures from induction to recovery by prepping patients for surgery, including shaving, scrubbing and positioning, assist with intubation and radiographs.
- Perform rotation for on call emergency basis (after hours, weekends, and holidays).

### **Qualifications, Applicants must:**

#### **Philosophically**

- Embrace our No-Kill philosophy and whatever it takes attitude.

#### **Hard Skills**

- Experience in veterinary medicine is required.
- Animal handling experience in a clinic setting is required.
- Be knowledgeable about shelter related, contagious illnesses with an understanding of how to 1) identify such conditions, 2) establish the appropriate handling or quarantine plan, and 3) implement the appropriate medical treatment plan.
- Be highly proficient using a computer including experience using Microsoft Office, email, and entering/searching for information in data management software such as Petpoint, Excel, or other equivalent database.
- Employees must have the physical strength and ability to lift and carry a pet or other object weighing up to 50 pounds without assistance.
- Employees should have basic animal behavior knowledge for safely performing temperament testing or behavior modification plans.

#### **Soft Skills/Other**

- Be a self-starter with excellent problem-solving skills and initiative.
- Be an excellent communicator—both written and verbal.
- Be comfortable navigating difficult and stressful situations that may require conflict resolution between employees and/or customers.
- Be able to pivot and react quickly to the unplanned challenges that often occur in our world each day.
- Be flexible to work some nights and weekends.
- Thrive in a fast-paced work environment where you are surrounded by the distractions of animal sounds, smells, and their respective allergens.