



## OPERATIONS

<b>Job Title:</b>	Veterinary Nurse
<b>Reporting to:</b>	Veterinary and Welfare Manager
<b>Location:</b>	Dogs Trust Rehoming Centre Dublin

### Job Purpose:

To oversee the day to day running of the veterinary suite and other veterinary facilities. Manage the medical care and welfare of dogs within the centre, foster care and during post adoption support. As the sole charge position, be the main point of contact for veterinary related matters within the rehoming centre.

### About the Department and role:

Dogs Trust is Ireland's largest dog welfare charity. Our mission is to work towards the day when all dogs can enjoy a happy life free from the threat of unnecessary destruction. To achieve our mission, we rescue, care for and rehome stray, unwanted and abandoned dogs from all over Ireland. The health and happiness of every dog is at the heart of Dogs Trust and all our work. We never destroy a healthy dog and do not receive any government funding. We are solely reliant on the generosity of the general public to fund our life-saving work.

The Operations department is a team of c. 50 employees and a number of volunteers across Dogs Trust's Dublin rehoming centre and Dogs Trust regional rehoming hubs that successfully takes in, treats and rehomes as many dogs as possible. This department comprises over 60% of Dogs Trust staff.

Currently the role is scheduled to work Monday to Friday, however, weekends and public holidays may be introduced, depending on business needs, so full flexibility is required.

Key Job responsibilities	Approx. percentage of time*
Efficiently manage the veterinary suite day to day to ensure effectiveness.	15%
Provide care and maintain medical welfare for all animals within the rehoming centre, working with management and behaviour teams where needed to ensure patient comfort and safety. Communicate with the Veterinary and Welfare Manager and attending vet, in order to assist with decisions for dogs regarding rehoming and/or medical pathways.	15%
Scheduling of appointments and clinical work, pre- and post-consultation/operation updates of patient records, invoice processing along with other administrative tasks relating to patients and the running of the veterinary suite/room.	15%
To support and assist the veterinary surgeon in all aspects of surgery.	10%
To support and assist the veterinary surgeon in the consultation room, maintaining clinical notes and dispensing medications, whilst following correct legislation.	10%
Provide a high standard of customer service to members of the public and adopters when meeting them in person or dealing with them over the phone/by email. To provide pre- and post adoption support to new adopters.	10%
Maintain high standards of cleanliness and hygiene in all areas and equipment associated with the vet facilities, providing advice and assisting in the implementation of	5%

barrier nursing procedures and protocol when necessary. Ensure the correct disposal and treatment of all clinical waste.	
Order and maintain stock levels, ensuring suitable storage and temperature levels are kept and oversee drug administration. Confirm regular stock checks are conducted and recorded in conjunction with Dogs Trust protocol and legal requirements.	5%
Cover other team roles during annual leave, sickness or attendance at training events as required.	5%
Be responsible for self-development and keep up to date with the latest thinking on canine veterinary care, attending internal training courses, CPD courses and meetings as requested by the management team.	5%
Prepare for and present information regarding dogs of concern at the centre's Periodic Welfare Review – a quarterly meeting with the centre management team, centre behaviour team, centre veterinary team and senior behaviour team.	<5%
Kennel duties – all rehoming centre staff may be required to work in the kennels caring for dogs on occasions.	<5%
Any other reasonable duties.	<5%

\*For guidance only. This is averaged out over the year.

<b>Other key areas of activity:</b>
<b>Management of Resources:</b>
All employees are responsible for managing their own time and resources. Employees will be issued with a uniform and are expected to maintain this to a high standard of presentation and cleanliness. Veterinary resources are to be managed in accordance with VCI Practice Standards Scheme and Dogs Trust Standard Operating Procedures.
<b>Financial Responsibility:</b>
No budget responsibility. All employees are required to be mindful of expenditure and adhere to the expenses policy to ensure that charity funds are used and spent to benefit dog welfare.
<b>Management of people:</b>
No formal line management responsibility. All staff are to provide a welcoming environment to new staff and volunteers; some individuals may take on mentoring responsibilities within the centre, for which training is provided.
<b>Health and Safety:</b>
All individual employees have a duty of care of their own health and safety and that of others who may be affected by your actions.
<b>Data Protection:</b>
All employees are responsible for ensuring they understand and apply the rules and policy for data management.
<b>Major internal and external relationships:</b>
Colleagues (staff and volunteers) in the rehoming centre (including non-operations team members based at the rehoming centre), Veterinary surgeons from associated veterinary practice, Veterinary department, Members of the public.

<b>Person specification:</b>	<b>A</b>	<b>I</b>	<b>E</b>
<b>Educational qualification, skills, experience and behaviours</b>			
Registered Veterinary Nurse with a minimum of 2 years' experience in a busy veterinary practice	A		
A positive and proactive attitude and willingness to work with members of the public, staff and volunteers	A	I	
Hard working, enthusiastic and a team player		I	
Excellent communication and interpersonal skills (verbal and written)	A	I	
Exceptional organisational and time management skills		I	
Reliable and flexible	A	I	
Experienced in working on own initiative and have good judgement to escalate issues or seek guidance as appropriate	A	I	

A knowledge of dogs and their welfare requirements, including an appreciation/understanding of dog temperament and emotional state	A	I	
A good understanding of the importance of great customer service, ideally with experience of providing excellent customer care	A	I	
Exceptional administrative skills, including use of MS Office and computerised systems	A	I	
Commitments to the aims and objectives of Dogs Trust	A		
Ability to travel, including staying away from home on occasion, for training, meetings and conferences	A		
Full, clean, manual ROI driving licence and confident driving a variety of vehicles	A		
Emotional resilience to manage the potentially emotional demands of the role working in the sector	A	I	
Experience of a charity/welfare/shelter medicine organisation is desirable		I	
<b>Revised: July 2025</b>			

When assessment will take place: A= Application; I = Interview; E = Written Exercise/Practical Task

*The duties in this job description may change from time to time following a review and in discussion between the post holder and Line Manager / Director.*