



JOB DESCRIPTION

Job Title:	Mobile Clinic Supervisor
Location:	Llandudno and venues North Wales
Hours:	28 hrs per week. Initially 6 month fixed term
Salary:	£12 per hour (£8,736)
Reports to:	Branch Trustee
Responsible for:	Veterinary Surgeon, Clinic Volunteers

1. Purpose of the job

Responsible for the day to day management of the Animal Welfare Mobile Clinic as it looks to re-launch from suspension due to COVID. Initially this will be through the provision of remote telephone/video consultations with the clinic vet (or vets) who will be based either at the service hub in Llandudno or consulting from home. The role will include supporting this new type of service delivery, managing client interactions (via phone), organising and coordinating the postage of veterinary medicines as well as utilising the service's veterinary computer system to generate reports for the governing trustees.

In addition, the role will dedicate a period of time to the recruitment, training and support of volunteers who will ultimately support the mobile clinic at the numerous venues across North Wales once the service is in full operation. As venues begin to open up from COVID19 the mobile may at a limited level travel to a number of venues across North Wales. Where necessary, the role will be responsible for arranging volunteers to drive the vehicle or else personally drive the vehicle when needed and generally ensure that the service operates smoothly by working with the vet, clinic volunteers and venue contacts.

The hours of the role are flexible and intended to reflect the consultation surgeries, time for administration, volunteer recruitment and training and days out with the vehicle when in operation.

2. Dimensions

Supporting the operation of a branch funded mobile welfare assistance clinic from its hub in Llandudno and at a variety of venues it visits throughout North Wales. Supporting and training existing volunteers and recruiting others to support the service once it returns to a mobile service. Reporting and monitoring on the service's.

3. Principal Accountabilities

Clinical

1. Preparation, stock checking and system configuration each day before the mobile clinic leaves for service or remote consultations commence.
2. Monitor and maintain stock levels of all drugs, stationery and veterinary equipment and re-order as necessary in coordination with veterinary surgeon; ensure drug batch numbers recorded as required.
3. In collaboration with vet ensure the service meets minimum licensing conditions.
4. Maintain clinic records and provide statistics for branch trustees in order that statistical reports can be produced and submitted to HQ and trustees.
5. Manage the services' remote consultation periods including coordinating client appointments and subsequent drug preparation and postage.

Financial

Undertake daily cashing up and banking procedures, and monthly cash reconciliation returns.

1. Maintain and monitor budgets, assist in the production of appropriate weekly, monthly, quarterly and annual financial reports. Reporting any discrepancies to line manager.
2. Working with Treasurer, oversee the day to day financial administration of the service, ensuring proper procedures are in place for purchasing, receipt of monies (including handling cash), investments and banking (including cash flow) and payroll.

Volunteers & staffing

1. Ensure appropriate line management policies are adhered to including performance reviews and 1:1s, volunteer recruitment, induction, training and development.
2. Maintain a register of service volunteers.
3. Organise (in partnership with branch leads if necessary) regular volunteer liaison meetings in order to keep volunteer morale and motivation high, address training, development and procedural needs.
4. Organise (in partnership with branch leads if necessary) volunteer courses covering the work that the volunteer will be undertaking on behalf of the branch, which should include, as a minimum, induction, H&S and mobile clinic service training.

Administration

1. Co-ordinate the smooth running of the mobile clinic.
2. Oversee the management and updating of the service website and social media channels.
3. Develop marketing output (digital and physical) to showcase and market the service.
4. Respond to clients and enquiries relating to the service.
5. Ensuring all areas of the clinic are cleaned daily, paying special attention to clinical areas.
6. Support the services' remote consultation sessions

While at work all staff are required to:

1. Take care of their own health and safety and that of others who may be affected by their acts and omissions.
2. Co-operate with Society policies and procedures for health and safety

4. Knowledge, skill and experience

Essential:

- Confident driver able to manoeuvre a 3.5 ton vehicle comfortably.
- Excellent customer service skills and experience with working with members of the public.
- Confident, self-aware and emotionally intelligent and resilient.
- Excellent organisational and time management skills.
- Ability to prioritise workload and meet deadlines.

- Computer literate. Experience of using Microsoft Office, Google Suite and comfortable with learning new platforms.
- Ability to create clear reports.
- Committed to the RSPCA remit and objectives in terms of animal welfare.
- Experience of budget management, cash handling and/or shop management.
- Experience of working with and managing volunteers

Desirable:

- Experience of working with in the charitable sector
- Experience of volunteering and animal welfare
- Experience of veterinary protocols and veterinary systems
- Bilingual

5. Organisation (see attached organizational structure)

This job description is a statement of the job content agreed at September 2020. It should not be seen as precluding future changes.