



## SPCA Windhoek

**POSITION DESCRIPTION TITLE:** Veterinary Assistant / Veterinary Nurse (depending on qualifications)  
**DEPARTMENT:** Welfare Veterinary Clinic  
**DATE:** Application Opening 2023-05-17

**JOB SUMMARY:** To assist the Veterinarian by; nursing ill animals, maintaining overall health by daily check-ups and specific animal health through administering medications prescribed by the Vet and daily check-ups on sick and at-risk animals, coordinating quarantine and disinfection of contaminated zones. The Veterinary Assistant will assist during surgeries by preparing patients, monitoring anesthesia, keeping records, preparing discharge instructions, and conducting post-surgical patient monitoring and evaluation. They also carry the following responsibilities: completing administrative work, monitoring the clinic stock, maintaining hygiene and order within the clinic and its supporting-rooms, participation in Adoption and Community duties every other Saturday and other duties as needed by the organisation.

The successful candidate for this position loves animals, has good interpersonal skills, has the ability to notice an animal's area of distress and optimize the animals' comfort during treatment and hospitalization. Preferred candidates are dexterous, knowledgeable, caring and attentive to details pertaining to SOP's and animal body language.

Morning, evening, and weekend work will be required; Saturday and Sunday availability is required.

**THIS POSITION REPORTS TO:** Shelter Veterinarian

### ESSENTIAL FUNCTIONS OF THE JOB INCLUDE:

#### Animal Care:

1. Assist veterinarian with examination of animals entering and staying at the shelter.
2. Accurately evaluate the health status of an animal to determine whether it is stable and can remain in the shelter (in the presence or absence of the veterinarian).
3. Assist by feeding, watering, grooming, and medicating animals on a daily basis, while monitoring the physical condition and behavior of each animal.
4. Communicate regularly with management, supervisor, and coworkers to ensure that they are aware of any issues pertinent to their areas of responsibility.
5. Assist with and update proper identification of each individual animal/cage/kennel/card where applicable.

#### Clinic duties:

1. Clean and organise treatment areas, examination rooms, clinic, theater, store rooms, cages and laboratories.



2. Clean and sterilize veterinary and surgical equipment.
3. Provide empathetic care for hospitalised patients and keep patients and their cages clean.
4. Restrain irritable, angry patients appropriately and safely where required.
5. Administer medication and collect samples.
6. Assist the veterinarian before and after during surgeries.
7. Assist with all humane euthanasias.
8. Liaise with veterinarian and the team to ensure continuity of patient care.
9. Comply with clinic standards, rules, regulations, and policies.

#### **Administrative:**

1. Ensure that paperwork and records related to veterinary cases are entered and maintained accurately and that the database information is updated in a timely manner.
2. Develop a basic working knowledge of the SPCA's procedures, guidelines, and protocols for the safe handling of animals.
  - a. Legal and statistical reporting procedures, and veterinary protocols.
  - b. Understand and comply with SPCA's Animal Care Standard Operating Procedures (SOPs).
3. Assist on an as needed basis with veterinary clinic inventory and report/order necessary product needs.
4. Accurately complete all vaccination, microchip, medical procedure, and surgical paperwork.
5. Maintain accurate animal information and records in database.
6. Participate in staff meetings to share ideas and suggestions for improving the quality of the veterinary clinic and the organisation as a whole.
7. Report any urgent matters, concerns, observations regarding matters on the premises or in the clinic directly to the veterinarian.
8. Assist the front desk with members of the public, adoptions, surrenders, and strays as needed.

#### **POSITION SPECIFICATIONS:**

1. **Required:**
  - a. Namibian citizen.
  - b. Grade 12 qualification at minimum.
  - c. Proven ability to handle multiple tasks in a busy workplace environment.
  - d. Affinity for animals (experience in animal handling).
  - e. Excellent organisational skills.
  - f. Good customer service / interpersonal skills.
  - g. Understanding of humane care and treatment of animals.
  - h. Fluent in English.
  - i. ***For a potential Veterinary Nurse:***
    - i. Relevant qualifications and registered with the Namibia Veterinary Council.
2. **Preferred:**
  - a. Experience in a veterinary environment.
  - b. Ability to speak a local second language.
  - c. Driver's license.



### **WORKING CONDITIONS:**

1. Indoors in a high noise building, outdoors at shelter in various weather conditions, or on-location for various activities.
2. Equipment use:
  - a. Use of veterinary tools for medicating animals, administering injections subcutaneously, intramuscularly, and intravenously. Cleaning of surgical equipment.
3. Work hours:
  - a. Full-time.
  - b. Work hours will vary.
  - c. Early morning, evening, and weekend hours will be required.

### **MENTAL, PHYSICAL AND COMMUNICATION DEMANDS:**

1. Regular exposure to animals, cleaning chemicals, fumes, dust, animal feces, bites, scratches.
2. Need to be able to cope with the euthanasias done on a daily basis in a shelter.
3. The employee must frequently lift and/or move up to 40 kg.
4. Regularly required to stand and walk, and the employee must frequently bend, grip and be flexible to do so.
5. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.
6. Ability to work around pet dander, dust and other allergens without issue.
7. Strong data entry skills and the ability to maintain accurate records in shelter databases.
8. Requires working alone or with minimal supervision - must be self-motivated.
9. Requires patience and tact when working with difficult, emotional, or angry people.
10. Must have the ability to effectively communicate; verbally and written, over the phone and intercom, with a wide variety of both internal and external individuals, including all staff, a volunteer workforce, partner organizations, and private citizens.
11. Requires treating people and animals in a pleasant, courteous and professional manner.
12. Adherence to SPCA's policies and philosophies.
13. Must be willing to receive Rabies vaccine and/or titers test upon request.
14. This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship.

**Application Deadline:** This position will be posted until filled.

**To Apply:** Email your cover letter and CV to [careers@spcawindhoek.org.na](mailto:careers@spcawindhoek.org.na) with the subject line "Veterinary Assistant" or "Veterinary Nurse" based on qualifications.