

LHS POSITION DESCRIPTION

TITLE: Shelter Medical Department Manager

REPORTS TO: Director of Operations

Job Summary: The Shelter Medical Manager will directly oversee and provide leadership for the LHS Medical Department and staff, supporting their growth and development through hiring, training, and coaching. This position is responsible for successful collaboration, communication, and cooperation between veterinarians, medical staff, and other departments and for effectively managing the structure of the medical department's daily task flow and scheduling. The manager will prioritize excellent patient care while ensuring full compliance with all state and federal laws and regulations regarding the practice of veterinary medicine, controlled substances, animal welfare, and LHS policies, protocols, and philosophies.

Duties and Responsibilities:

- Directly supervise medical staff; monitor and review staff performance, providing regular feedback, coaching, and any necessary correction.
- Create and maintain work schedules for direct reports. Responsible for approving paid time off and bi-weekly approval of staff time cards for payroll.
- Familiarize and ensure department compliance with all state and federal laws and regulations, including periodic reviews to ensure regulations are consistently being met.
- Manages the department's appointment and procedure calendar and balances staffing with the calendar.
- Manages the department's daily operational flow, task lists, and staff role assignments to ensure department efficiency and vet support staff productivity and job satisfaction.
- Ensure pets are kept up to date on routine vaccines
- Embraces Fear-free principles and is willing to train staff in the Fear-free approach to animal handling and husbandry.
- Monitor and maintain medical equipment, help identify and resolve issues, and provide technical assistance and direction when necessary.
- Monitor the ongoing health and welfare of pets in the shelter in collaboration with all staff, ensuring prompt response to any medical concerns.
- Promote the integration of volunteers into the medical department. Work with the volunteer coordinator to lead efforts to increase volunteer assistance.
- Maintain departmental policies and protocols with the veterinarians and the Director of Operations. Uphold and ensure consistent and successful implementation of protocols.
- Ensure adherence to budget and revenue goals.

- Arrange transportation of shelter animals to and from private veterinary clinics for surgical/medical procedures.
- With support from the Director of Operations, recruits and hires medical staff.
- Monitor and maintain medical supply and drug inventory, ensuring fiscally responsible purchasing management, including appropriate resource use and vendor selection.
- Ensures complete, accurate and prompt medical record keeping.
- Manage scheduling calendar for a smooth flow of appointments for pets in shelter and foster, surgeries, and public services.
- Help to establish processes for public medical services
- Ensure that all medical information is added to the shelter system in an accurate and timely manner
- Ensure facility and staff licenses and certifications are current and in compliance.
- Ensure that clean, tidy, and organized work areas are maintained.
- Develop and maintain price lists and ensure adequate charging for services.
- Promote and ensure open lines of effective communication and information flow between veterinarians and department staff.
- Work closely with the Veterinarian and Behavior Manager to create treatment plans to manage stress and behavior in the shelter environment.
- Work in collaboration with other department managers and staff to create care pathways for medically managed pets.
- Maintain positive working relationships with partner veterinarians
- Celebrates staff and ensures a positive work environment

Qualifications

- Commitment to the mission, values, goals and success of Lynchburg Humane Society
- Knowledge of veterinary practice management in private practice or shelter medicine
- Knowledge of various veterinary procedures including but not limited to fluid administration, drug calculations, surgical prep, recovery, and assistance, x-ray, skin scrapes, fecal floats, urine analysis, blood draws, wound care, management of emergency situations and patient triage.
- Experience with humane handling and restraint techniques of healthy, ill, and behaviorally challenged pets
- Ability to direct, lead, delegate, problem solve, create systems and tools for effective workflow
- Ability to communicate effectively, verbally, and in writing to clients and team members that is professional, respectful, positive, and educational.
- Ability to effectively communicate and work with veterinarians, including vets employed by LHS and community veterinary partners.
- Clearly and effectively communicate medical information and treatment plans to staff, fosters, and pet owners.
- Ability to train others in technical medical processes and procedures
- Ability to thrive in a busy and rapidly changing environment while providing direction and leadership to staff

- Strong planning, organizational, and problem-solving skills
- Embrace and foster change, with a focus on increasing animal welfare and lifesaving in the shelter

Education and Experience:

- Bachelor's degree or equivalent experience in veterinary or shelter medicine
- Managing staff