**PERSON SPECIFICATION (PS)**

This form lists the essential and desirable requirements needed in order to do the job.

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| **Job Title:** | Patient Care Assistant | **Job ref no:** | CSS-0207-25 |
| **Grade:** | 1 | **Department:** | Clinical Science & Services, Beaumont Sainsbury Animal Hospital |
| **Accountable to:** | Senior Veterinary Nurse | **Responsible for:** | N/A |
| **PS created by/ or reviewed by:** | Olivia Wright | **Date PS created/ reviewed:** | June 2024 |

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| **Evidence** | | |
| **Competency** | **Essential** | **Desirable** |
| Knowledge and Experience | Extensive experience and proven competence in providing clinical support in a veterinary practice  Extensive experience with animal care and handling including exotics  Understanding and experience of stock control  Experience of working with medications and understanding of COSHH implications  Experience working in an operating theatre and good understanding of working with high quality aseptic practices including knowledge of correct cleaning and sterilising procedures  Knowledge of the importance of infection control in a veterinary environment and how to maintain it | Veterinary Care Assistant or other relevant qualification and training  Previous experience of RxWorks.  Completed Idexx laboratory technical course or be willing to undertake one  Experience operating and maintaining Idexx in-house laboratory equipment including quality control systems  Experience working in an RCVS Practice Standards Scheme accredited Veterinary Hospital and detailed knowledge of the requirements. |
| Communication Skills | Excellent communication skills; in written and spoken English.  Ability to receive and provide constructive feedback.  The ability to remain calm and assertive under pressure and the ability to use tact and discretion when dealing with difficult situations/issues. |  |
| Teamwork and Motivation | Dynamic and positive attitude with the ability to promote by example, a culture of cooperation and teamwork to all, by being a key contributor to a successful veterinary team.  Ability to liaise and work alongside all levels of staff and to demonstrate a punctual, flexible and positive attitude to work and change.  Ability to work on own initiative with or without supervision and ability to self-motivate and to motivate others.  Ability to actively work to uphold and promote the RVC values of; professionalism and commitment, compassion and caring, dedication to quality and innovation, devotion to the advancement of knowledge and the alleviation of suffering. |  |
| Service Delivery | Demonstrate excellent customer service skills and ability to build client rapport.  Experience identifying equipment faults and facilitating servicing and repair. |  |
| Planning and Organising | Excellent time management and attention to detail; ability to work in an efficient and organised manner with the ability to handle multiple tasks with strict deadlines. |  |
| Initiative and Problem Solving | Can demonstrate a strong ability to problem solve and resolve issues with both the team and clients. |  |