

Job Title: HEALING PLACE ASSISTANT
REPORTS TO: HEALING PLACE OPERATIONS MANAGER
FLSA Classification: NON-EXEMPT
Date Drafted: MARCH 2020

POSITION SUMMARY

The Healing Place Assistant is responsible for fulfilling the medical care of the animals residing in the Healing Place (HP), Medical Center (MC) and Adoption Center (AC) as prescribed by the Medical Director and/or HP Operations Manager. The HP Assistant completes the processes and procedures that ensure all animals receive proper daily care including medicating, feeding and enrichment with 100% consistency. This position is responsible for maintaining and disinfecting all rooms in the building. The HP Assistant works in conjunction with the HP Coordinator to send out and receive foster animals.

POSITION RESPONSIBILITIES - ESSENTIAL

This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

- Ensures compliance with all company policies and procedures.
- Ensures that sick animals receive immediate care and are medicated twice daily at the direction of the vet/HP Operations Manager.
- Delivers excellent and prompt customer service within the HP and across the GHS campus.
- Walking nursing mama dogs in the morning.
- Responsible for delivering animals for private veterinary appointments as scheduled.
- Moving sick animals into treatment rooms at the direction of the vet/HP Operations Manager.
- Updating and creating new medical treatment sheets as needed.
- Perform revaccinations for animals in the HP daily and in the MC / AC as scheduled.
- Bathe animals that have been deemed healthy by the vet before they leave HP, when they are returned from a foster home or when moving between rooms in the HP.
- Calculate and administer medications accurately at the direction of the vet.
- Medicate, clean and feed RW and Parvo twice daily.
- Check the foster boards in MC and AC multiple times daily and address those issues.
- Examining symptomatic animals in the process of adoption at an adoption counselor's/manager's request.
- Placing medical memos/alerts for animals with special needs, medical records and/or on medications.
- Responsible for restaging animals moved to and from the AC/MC and HP.
- Responsible for data entry and sending animals out to foster parents.

ESSENTIAL SKILLS AND EXPERIENCE

- Educational background— High School Diploma or Equivalent.
- Professional demeanor and good communication skills with the ability to work well with others in a fast-paced environment.
- Excellent customer service skills.
- Demonstrates strong organizational skills (record keeping, time management, follow up, etc.).
- Strong verbal and written communication skills; interpersonal skills.
- Relationship management-- ability to be persuasive and provide leadership to subordinates.
- Ability to create and foster a collaborative team environment.
- Excellent attention to detail and sense of urgency, ability to prioritize with an emphasis on quality and accuracy of work.

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- Strong analytical, strategic problem solving and reasoning ability.
- Ability to take direction, follow instructions accurately and accept constructive criticism.

BENEFICIAL SKILLS AND EXPERIENCE

- Animal medical knowledge.
- Experience with PetPoint, Volgistics and Microsoft Office Suite.

REPORTING RELATIONSHIPS

This position reports to the Healing Place Operations Manager.

KEY MEASURES

- Overall health of animals.
- Facility cleanliness.
- Teamwork.
- Time Management.
- Decision Making.
- Efficiency/Organization.

ORGANIZATIONAL COMPETENCIES

Transparency and Integrity	Behaves consistently across situations and ensures that words and actions are aligned. Admits mistakes and accepts responsibility.
Decision-Making	Seeks to discover the root causes of problems, rather than addressing symptoms. Avoids over or under analyzing problems/issues. Makes decisions by weighing multiple factors, some of which may not fully defined. Considers the risks and consequences of action and/or decisions.
Teamwork and Collaboration	Builds and maintains routine business relationships with peers and others inside and outside of the organization. Adds value to the team environment and interacts with a positive attitude.
Innovation	Respectfully challenges the status quo by analyzing the strengths and weaknesses of current approaches. Modifies and adapts current methods and approaches to better meet needs.

MENTAL & PHYSICAL DEMANDS- ADA GUIDELINES

Physical Demands

Stand	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Walk	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Sit	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Handling / Fingering	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Outward	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Above Shoulder	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A

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