Registered Veterinary Technician Service Coordinator

Forbes Includes U of G Among Canada's Top Employers

Office, Clerical and Technical
Position covered by the Collective Agreement with USW Local 4120

Registered Veterinary Technician Service Coordinator

Ontario Veterinary College Health Sciences Centre

Hiring #: 2017-0496

Please read the Application Instructions [1] before applying.

Reporting to the Supervisor, Patient Care and Service Delivery and under the direction of a clinician, the RVT Service Coordinator participates as a specialized member of the healthcare team of the Ontario Veterinary College Health Sciences Centre.

With a focus on the coordination of services, the position will be primarily assigned to the Large Animal Hospital but may be required to support other units in times of operational needs. The OVC HSC has a varied patient base, thus RVTs may be assisting activities relating to both companion and large animals.

Under the direction/supervision of a clinician, the key areas of responsibility include:

1. Coordinate and organize patient flow between service areas including but not limited to: Client Services, Radiology, Surgery, Anesthesia and Neurology.
2. Maintain a high level of communication with service areas regarding patient’s status, care procedures and location in hospital.
3. Ensure patient care is delivered efficiently and that communication among the healthcare delivery team is coordinated, complete, and effective.
4. Deliver outstanding client service in a busy environment by identifying and proposing solutions to improve efficiency with the hospital.
5. Maintain accurate and complete medical records ensuring patient/client confidentiality.
6. Observe and evaluate the health status of patients, administer prescribed drugs/therapeutic treatments, collect samples, perform diagnostic testing and assist with patient restraint.
7. Prepare patients for surgery (including clipping and prepping surgical site using aseptic technique) and set up surgical suites with specialized equipment and instruments according to safety protocols.
8. Assist clinicians with surgical procedures; monitor patient for changes in body functions and vital signs.
9. Provide technical support and functional guidance to veterinary students, graduate students, clinicians (faculty and veterinarians) and staff.

Interested candidates must meet the following requirements:

- 2 year College Diploma
- Successful completion of an accredited Veterinary Technician program recognized by the Ontario Association of Veterinary Technicians (OAVT)
- Full member in good standing with the Ontario Association of Veterinary Technicians (OAVT)
- Successful completion of the Veterinary Technician Examination (VTNE) and the OAVT mandatory ethics exam. OAVT registration is required.
• One year prior experience working as an RVT
• The incumbent must have experience with and be competent in the handling and restraint of large animals and in performing a wide range of treatment procedures and techniques
• Demonstrated ability to develop and maintain positive working relationships with various stakeholders and service areas
• Demonstrated understanding of the veterinary hospital environment and ability to adapt actions and communications accordingly
• Problem solving skills and ability to assess and monitor patient care in terms of service coordination
• Tact and diplomacy
• Demonstrated proficiency in customer service: excellent communication and organizational skills particularly with respect to dealing with clients; ability to mentor students and contribute to a collaborative team environment.
• Familiarity with common computer software including Hospital Management Information System software is preferred
• Flexibility in scheduling availability is required. The incumbent will be required to work a variety of shifts including evenings and weekends

The successful applicant will be required to provide proof of rabies titre.

Position Number  623-079  
Classification  USW, Local 4120 Salary Band 6* 
Normal Hiring Range  $26.38 - $29.48 per hour

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority.

At the University of Guelph, fostering a culture of inclusion [2] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

*Tentative evaluation; subject to committee review.

Posting Date: 2017 09 28  
Closing Date: 2017 10 05

Source URL: https://www.uoguelph.ca/hr/careers-guelph/current-opportunities/registered-veterinary-technician-service-coordinator

Links
[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply  