

Veterinary Clinic Coordinator

Lions Foundation of Canada Dog Guides – Oakville, ON N0B 1M0

Apply Now

Are you passionate about your work and looking for a way to apply your skills and talents in a meaningful way?

Do you have the leadership skills to jump into an organization in the midst of exciting and transformational change?

At Lions Foundation Canada Dog Guides (LFCDG) we help people with medical or physical disabilities lead independent lives by providing them with a dog guide at no cost to support them in their daily lives. The school is unique in offering 7 different programs serving between 150-200 new clients annually and supporting over 1100 active clients. The school operates out of our central location in Oakville, ON, and a breeding and training facility in Breslau, ON with plans to move to our new leading edge facility in early 2025.

The Opportunity: Veterinary Clinic Coordinator

The Veterinary Clinic Coordinator is responsible for oversight of the veterinary clinic administration, and facilitating the patient care at the Lions Foundation of Canada Dog Guides (LFCDG). This is both an administrative and active working position; often a physically demanding role requiring the time spent standing, lifting, and bending in all weather conditions. The Veterinary Clinic Coordinator must be a dynamic and detail oriented individual with previous experience in veterinary animal care, customer service, and dog behaviour/handling. The Veterinary Clinic Coordinator is tasked with organizing and maintaining the daily veterinary clinic schedule, including external care for patients. Educating families regarding canine veterinary terminology and the needs of each dog as an individual is paramount to this position. The Veterinary Clinic Coordinator will foster a team approach, and be dedicated to excellent communication both internally with all departments, and externally with foster families and clients. Reporting to the Kennel Supervisor, the Coordinator works closely with many departments including the Director of Canine Development, Instructor Teams, Career Change Program Coordinator, Puppy Program, Client Services, and Kennel to manage the scope of care. This position will require travel between the Oakville and Breslau facilities to perform the operations of the clinic. Professional canine veterinary care training knowledge is required.

Key Accountabilities

Clinic Duties (50%)

- Ensure ongoing commitment to excellence by executing a high level of care for dogs while utilizing effective communication and organizational skills
- Accurately follow and modify instructions as needed
- Keeping a clean and safe veterinary clinic environment
- Managing email and telephone correspondence
- Annual and ongoing budgeting for the veterinary clinic
- Correspondence between departments and foster families in a timely manner
- Facilitating requests from the veterinarian, technician, foster families, instructors, and supervisor
- Maintaining dog health record files
- Emergency attending and triage of patients
- Scheduling oversight of clinic maintenance companies as needed
- Inventory management, implementation, and oversight of product controls
- Oversight of all testing and treatment for all patients in heartworm, flea, and tick season/year round
- Drawing of intravenous blood, collection of urine and fecal samples. Testing as needed
- Sanitization of implements and equipment. Wrapping surgical packs
- Handling patients during medical examinations and assisting in surgeries as needed
- Operation of x-ray technology
- Dispensing and administering of medication for patient care

- Ensuring thorough scope of care is followed through to completion
- Maintain and produce monthly and annual reports based on statistical data
- Adhere to all workplace health and safety guidelines, policies, and procedures as outlined
- Safe operation of large fleet vehicles to transport dogs between facility locations or attend meet and greets as needed
- Regularly report to Kennel Supervisor on all areas of responsibility
- Other duties as assigned

Leadership and Communication (25%)

- Fosters a culture of responsibility, care, and continuous improvement
- Communicates with Kennel Supervisor, Instructors, Veterinary Clinic Team, Puppy Program, Career Change Program Coordinator, and Foster Families regarding medical and behavioural concerns
- Educating and advising foster families, instructors, and kennel staff on medical protocols
- Identifies opportunities to increase the effectiveness, efficiency and quality of the Veterinary Clinic Department and puts a focus on continuous improvement
- Development, implementation, and oversight of a collaborative wellness program with the Kennel team for all dogs kenneled in LFCDG facilities · Assists staff with new and ongoing training as required
- Leads by example with dedication to workplace duties
- To work independently without direct supervision
- Accurately and confidently communicate medical information, medication usage, and post-surgery care to other staff and the dog's foster family

Contribute to team effectiveness (25%)

- Works to build collaborative relationships with all LFCDG staff
- Closely liaises and collaborates with other departments regarding the dogs in clinic care to ensure high level welfare (Kennel Supervisor, Instructors, Veterinary Clinic Staff, Puppy Program Staff, Career Change Program Coordinator, and Kennel)
- Fosters knowledge-sharing and communication across all departments and across the organization to ensure collaboration and informed work
- Maintain obedience training/expectations when walking or assessing dogs
- Performs other duties as required and as requested
- Administrative support to other departments as needed
- Kennel attending duties as required

Job-Specific Requirements

- Minimum completed: Post-secondary or equivalent
- Experience working in a veterinary clinic in an administrative and technical capacity – 2 years
- Proven animal care in a professional environment – 2 years
- Dog behaviour and training background – 1 years
- Customer service – 2 years
- Understand and demonstrate proper animal husbandry protocols
- Ability to identify signs of ill health and treat as prescribed
- Demonstrate safe dog handling skills
- Demonstrate capacity to work in a busy and noisy work environment
- Positive attitude, and ability to work independently and as part of a team
- Ability to maintain confidentiality

- Ability to lift 50 lbs. of food products and dogs weighing 60 lbs.
- Efficient use of PCs; the Internet; MS Word, Excel, and Outlook. Ability to learn new software
- Excellent and demonstrated organization skills with the ability to effectively prioritize workloads, multi-task, respond adeptly to shifting priorities and act quickly to immediate needs
- Ability to work a flexible schedule when required
- Minimum valid G2 Drivers License with a clean driving abstract required
- Reliable transportation and comfort travelling in all weather conditions
- Comfortable driving large fleet vehicles
- Vulnerable Sector Police Background Check required

LFCDG welcomes applications from people with disabilities. Applicants will be provided accommodations during the application process if needed. We thank all applicants for their interest and advise only successful candidates will be contacted for the next steps in the application process.

Job Types: Full-time, Permanent

Salary: From \$39,000.00 per year

Benefits:

- Casual dress
- Dental care
- Disability insurance
- Employee assistance program
- Extended health care
- Life insurance
- On-site parking
- Paid time off
- Vision care Schedule:

- 8 hour shift
- Day shift
- Evening shift
- Holidays
- Weekend availability COVID-19 considerations:

We appreciate that all candidates be fully vaccinated along with a booster shot. Masks are worn whenever with other coworkers or clients. Employees are required to conduct Rapid Antigen Tests, every other day; tests are provided by the employer.

Experience:

- admin work in veterinary clinic: 2 years (required)
- post-secondary education (required)
- dog training: 1 year (preferred)