



Medical Manager

Position Summary:

The Medical Manager is a key role in maintaining the highest level of excellence within the Medical Department at FHS. With a commitment to compassion for humans and animals alike, this role upholds organization wide and department specific policies and procedures, best practices, and processes for promotion of optimal animal health and wellness within the FHS shelter system. This role supports the overall administration and supervision of medical care for animals at FHS through: hiring, training, coaching, and scheduling team members within the Medical Department (Health and Wellness Team); assuring compliance with local, state, and national regulations; administrative tasks for the Health and Wellness department; and development of collaborative partnerships with management in shelter operations.

Essential Functions and Job Responsibilities:

Management

1. Directly supervise medical department staff, volunteers, and interns/externs.
2. Train and assist staff in identifying medical problems or conditions, assuring correct and prompt medical interventions as per the Medical Policies and Procedures.
3. In partnership with Medical Director, assist in making hiring decisions, providing staff mentoring and coaching, writing and presenting performance evaluations and corrective actions.
4. In partnership with the Medical Director, assist in conducting regular meetings with medical staff to review policies and procedures, develop training plans, discuss workplace issues, and share ideas to improve efficiencies and ensure humane animal care.
5. Schedules and plans for optimal staffing to assure maximum productivity, service, and structuring of the day to maintain a positive work environment.
6. Embraces principles of, and is willing to train staff in, Fear Free approach to animal handling and husbandry.

Administrative

1. Maintain excellent verbal and written skills, including clear and effective communication with others (staff, public, volunteers) that is professional, respectful, positive and educational.

2. Ensures that medical records are regularly and properly maintained with a focus on accuracy and completeness.
3. Monitor and maintain medical equipment, help identify and resolve issues, and provide technical assistance and direction when applicable.
4. Maintain inventory required to uphold Medical Policies and Procedures. Ensuring accurate and fiscally responsible management of purchasing and medical supplies inventory, including periodic review of optimal costing.
5. Help to maintain a controlled drug inventory with logs/records are required by law.
6. Help to ensure that FHS Medical Department is in full compliance with all state and federal laws regarding the practice of veterinary medicine, use of controlled substances, and animal welfare.
7. Monitor and ensure compliance with OSHA and other regulatory compliance agencies.

Cross Departmental Collaboration

1. In collaboration with the Medical Director, Veterinarians, and other department leaders, monitor the ongoing health of animals.
2. Develops cooperative working relationships with all department managers and directors to ensure teamwork and efficient animal flow through shelter from intake to outcome.
3. Promote transparency in communication and information flow across the organization and lead by example.
4. In collaboration with managers in other departments (operations, foster) and some outside organizations (Humane Solution), maintain staffing, inventory and scheduling of spay/neuter surgery calendar

Technical Work

1. Perform physical exams on dogs and cats
2. Calculation of dosages of medication
3. Medicate, vaccinate, draw blood from, and microchip cats and dogs
4. Safely handle potentially fractious, fearful, and/or aggressive animals
5. Perform routine in-house laboratory procedures (cytology, fecal, ringworm cultures, urinalysis)
6. NC Certified Euthanasia Technician (can be obtained once hired)
7. NC Certified Rabies Vaccinator (can be obtained once hired)

Competency, Skills and Abilities:

1. Excellent customer service skills
2. Ability to work independently and with a team
3. Strong analytical and problem solving skills with attention to detail
4. Excellent verbal and written communication
5. Proficient computer skills and knowledge of Microsoft Office
6. Project management
7. Ability to prioritize and manage multiple projects

8. Confidence in handling timid, fearful animals
9. Responsive and receptive to feedback

Education and Experience Requirements:

1. Minimum of a Bachelor's Degree in Animal Science, Non-Profit Management, Business Management or related field
2. May substitute additional related experience, above and beyond what is required, on an equivalent year for year basis in lieu of the degree requirement
3. Minimum of 3 years' experience in management/leadership role
4. Minimum of 3 years' experience in small animal veterinary clinic or similar.
5. Valid driver's license

Physical and Emotional Demands:

1. Must be able to work standing or sitting for 8 or more hours
2. Must be able to lift and carry up to 50 pounds repeatedly with help
3. Must be able to see fine detail in a variety of situations
4. Must be able to work under stressful conditions and work efficiently and effectively under those conditions
5. Must be able to cope with decisions regarding outcome of animals including euthanasia

Work Environment:

1. Potential exposures to formalin solution, isoflurane gas, sharps.
2. Prolonged exposures possible to dish soap, chlorhexidine, isopropanol, hydrogen peroxide, isoflurane gas, quaternary ammonium cleaners, bleach, pressurized steam.
3. Exposure to zoonotic diseases and fractious animals

The operations of an animal shelter can be stressful and busy at times. The schedule requires some weekend, evening, and holiday hours to complete the job. Training may require travel.