



**Pet Network Humane Society
Community Hospital Operations Manager**

Title: Community Hospital Operations Manager

Status: Exempt

Date: September 2024

The fundamental responsibility of the Community Hospital Operations Manager is to effectively use all available resources to achieve the Pet Network Community Hospital goals: provide the best possible patient care to animals handled by the hospital, good staff retention by not having a burnout experience and providing staff growth potential, good customer service, as well as to ensure the longevity of the practice.

Goals:

- Hospital Operating at Full, Sustainable Capacity
- Established Reputation of Quality & Affordable Medical Care
- Prevent staff burnout
- Support staff growth
- Help work towards Hospital Showing a Profit (in 3-5 years being open)

The Community Hospital Operations Manager performs these duties either independently with minimal supervision, operating from specific directions and instructions, or under the direct supervision of the Community Hospital Director and Hospital Medical Director.

Reports to: Director of Community Medicine/Hospital Medical Director

Workers Supervised: Community Hospital CSRs, VAs, LVTs, interns, volunteers

Under direction and oversight from Medical Directors, and in addition to VA duties, job duties include:

Operations:

- Standardize and streamline workflow: Appointment and surgery scheduling, patient and client flow, staffing levels, hospital protocols, task delegation, assignment of staff roles
- Prepare daily schedules for different roles and responsibilities
- Modify and update schedules, systems and procedures wherever needed to better serve clients, patients, the practice and employees (i.e., modify schedules for the most productive use of time).

Oversee:

- Which staff are assigned to which role
- Coverage and scheduling break times and lunches
- Front desk and phone coverage

- Client call backs and email communications to ensure they are addressed in a timely manner
- What special urgent or emergency cases will be accepted
- Opening and closing procedures
- Refill prescription requests to ensure they are fulfilled in a timely manner
- Supervise staff to assure that each job is being effectively handled.
- Proactively adjust schedule to account for reductions in staff (e.g. vacation, illness, meetings, training and other activities)
- Coordinating relief support
- Coordinate schedule with shelter team and shelter procedures
- Assure adequate stocks of supplies and medications are available. Supervise maintenance and proper storage of supplies and equipment.
- Develop SOPs, protocols, policies, client handouts and other documents with the help of the medical directors
- Stay updated on client communications

Staff Management :

- Ensure that policies, guidelines and recommendations are quickly communicated to hospital staff and adequate training follows.
- Ensure policies are followed by staff.
- Take part in staff in screening, interviews, hiring, performance reviews, disciplinary action, and terminations as requested by the director.
- Organize and help conduct staff meetings.
- Monitor employee competence and effectiveness.
- Time clock adjustments in paychex software.
- Manage employee relations and help mediating disputes
- Follow guidelines about when HR and directors need to be involved in any issues.
- Help with onboarding of staff

Staff Training:

- Providing tools and resources for staff including job specific training, cross training, continuing education programs
- Schedule training days and lunch and learns in coordination with shelter medicine team
- Keep employee files updated with training history

Client Management:

- Provide weekly oversight on charges to ensure that all charges have been captured, and invoices approved
- Oversee that records are kept up to date. This includes client records with correct names, addresses, pets, charges, medical history, vaccine status, medications administered, laboratory reports, etc.
- Oversee client experience to ensure that clients and patients are seen and treated in a professional, timely, judgment-free and competent manner.
- Monitor and oversee CommunityHospital email- delegate tasks as needed.
- Ensure all staff understand, follow and are able to explain all hospital policies
- Lead the response to difficult client situations, client dissatisfaction events, and review of non-medical client complaints with Directors input.
- Keep track of client lists (VIP, TLC, preferred, fired) etc

Safety and compliance:

- Providing a safe environment for staff, clients, and patients
- Respond to concerns or injuries; and help directors address safety violations.
- Ensure compliance with regulatory agencies and laws. This includes but is not limited to OSHA, DEA, EEOC, ADA, and the Department of Labor.
- Develop and maintain procedures necessary to meet regulatory requirements.
- Help attain and maintain AAHA Accreditation
- Maintenance logs- safety, labor, and employment laws logs
- Ensure that the OSHA and Safety program and procedures are being continuously monitored, updated and reported so the hospital is in safety compliance.
- Report any safety hazards, accidents or unsafe use of Community Hospital equipment.
- Oversee appointed safety officer.

Coordinate with Shelter medicine team to:

- Oversee the maintenance/housekeeping of the hospital for orderliness and cleanliness
- Help support and perform ordering, receiving, stocking, returns and refunds of medication and supplies.
- Work with the shelter team to assure that we have surgical packs prepared appropriately.
- Coordinate with the shelter medicine team manager to schedule procedures and training.

Alert Directors of:

- Financial needs
- Interdepartment concerns
- Building and equipment maintenance
- HR and personnel concerns
- Marketing needs

Other:

- Prepare and present at the monthly all-staff meeting representing the Community Hospital
- Take part in any financial review meetings
- Meet with the directors regularly to discuss, evaluate and plan for the welfare of the practice.
- Knows, understands and follows procedures and policies of the Pet Network Humane Society.
- Maintain and promote a positive public image standard relevant to the Pet Network Humane Society.
- Help promote fundraising activities and solicit support for the agency overall.
- Attend and participate in departmental and Community Hospital meetings. Attend educational venues as recommended and approved.
- Participate in disaster preparedness and response activities for the Community Hospital and community as it pertains to pet related needs.
- Interact with co-workers and volunteers in an efficient and courteous manner to ensure a cooperative team environment amongst all departments.
- Performs other duties as assigned/required by the Medical Directors.

Working Conditions:

Air conditioned surgical suite, hospital lobby, dental suite, exam rooms, clinic treatment area, kennels or other areas where animals may be housed.

Equipment Use: Shelter and hospital software programs (shelterluv and Ezyvet) and payroll time management software (Paychex). Medical and surgical equipment including anesthetic machine, anesthesia monitoring equipment, dental machine, fluid pumps, syringe pumps, suction, cautery machines, X-ray machine, autoclave, laboratory equipment, other medical equipment and supplies including prescription drugs. Animal care and restraint equipment such as leashes, muzzles, catch gloves, and specialized carriers. Computer, phone, printer, fax, copier and other office equipment.

Work Hours: Exempt position. Pet Network is open Monday to Sunday and all but 6 holidays. Individual schedules vary but employee should be available and willing to fill in on an emergency basis on other days including holidays.

Mental Demands:

Must contain high learning agility, willingness and ability to obtain veterinary medical knowledge as it pertains to this position. Must possess strong organizational, time management and communication skills. Must work collaboratively, working effectively as part of a team to accomplish the organization's goals. Requires exceptional attention to detail, courteous and professional demeanor, and strong interpersonal skills to communicate successfully with a variety of people. Requires an innovative and solution-oriented attitude with the ability to quickly problem solve in varying situations. Requires the ability to take initiative on organization based projects while working with minimal supervision and direction. Must have the ability to healthy manage high stress situations such as animal emergencies, high work volume, and difficult medical decisions which may result in euthanasia.

Physical Demands:

The employee will work with live animals, including dangerous and fractious animals, with risk of injury such as animal bites and scratches, and exposure to zoonotic diseases and biohazards such as animal disease and waste. Potential exposure to allergens, fumes, dust, animal dander, sharp objects and hazardous chemicals requiring OSHA Material Safety Data Sheets including anesthetics, radiation, and medications. Potential interactions with hostile persons and exposure to environmental factors such as temperature variations, and high noise levels.

Must be able to lift at least 50 pounds and be able to hold and restrain animals of all sizes. The majority of duties will require the veterinary assistant to be on their feet. Should be able to handle animals of various sizes and temperaments and have adequate reflexes to deal with shy, fearful or potentially aggressive animals. Must be able to work at a fast and efficient pace while maintaining safety and health standards for both the workers and the animals. Must be able to respond quickly to emergencies.

Minimum Requirements:

- Veterinary related experience or VA/LVT certification preferred. Previous experience may be accepted in lieu of a degree where appropriate.
- Previous experience and/or exposure to Community Hospital medicine and spay and neuter programs preferred.
- Must be familiar with Nevada laws relating to tasks that can be performed by a licensed veterinary technician (LVT) versus a vet assistant and the difference among immediate, direct and indirect supervision by a supervising veterinarian.

- Sign and follow the Pet Network Employee Handbook, the Workplace Culture Agreement and Adopters Welcome Philosophy
- High school graduate or GED and a minimum of 1-2 years management experience, including staff supervision, in animal welfare or a similar field, preferably a not-for-profit or an animal welfare organization.
- Proven ability to communicate effectively orally and in writing.
- Should possess good interpersonal, public relations, customer service and time management skills.
- Interest and commitment to keeping up with emerging best practices
- Professional demeanor both in appearance and conduct.
- Strong organizational, planning, and critical thinking skills.
- Demonstrated ability to gather and analyze facts, devise solutions and implement plans.
- Excellent interpersonal and supervisory skills.
- Ability to work well under pressure and in intense and emotional situations on a daily basis.
- Integrity and honesty in dealing with all facets of position.
- Must be able to accommodate schedule changes as necessary to maintain shelter operations.
- Experience with MS Office, Excel and Google Office preferred.

General Qualifications:

- Must be willing to support the mission of the Pet Network Humane Society.
- Knows, understands and follows procedures and policies of the Pet Network Humane Society.
- Must adhere to all local laws regarding personally owned animals.
- Must treat all animals humanely, with love and concern both on and off the job.
- Must interact with all clients and adopters judgment-free, professionally and with respect.
- Positive attitude a must!

Benefits:

Fully Sponsored Health, Vision and Dental insurance
 401k
 401k Matching
 Life Insurance
 Accident Insurance
 Disability Insurance
 PTO
 Paid Holidays
 Referral Program
 Sign on Bonus
 Gas Allowance
 Mental Health Days
 Discounted Veterinary Care at the Community Hospital for personal pets

Wage range:

\$27.00- \$35.00

