



## Hospital Support Volunteer Position Description

As a Hospital Support Volunteer at ELVH, you will assist with the daily operations of our busy animal hospital. In this support position there is a high emphasis on cleaning and husbandry - not only do these tasks play a key role in keeping the hospital running smoothly, they also form the very foundation of excellent animal care.

Your volunteer responsibilities will grow as your experience develops, and we look forward to supporting your learning experience.

### **Primary Responsibilities:**

- Clean and disinfect kennels, cages and runs after each patient and set up for next use
- Maintain a clean hospital environment, including equipment, examination rooms, treatment areas, client and reception areas, and instruments
- Wash and sterilize food and water bowls, launder and dry towels and blankets
- Assist with animal handling, movement, and restraint as directed by the veterinary team
- Ensure that cages and animals are properly numbered and identified, and that patients' personal items (toys, treats, blankets, leashes) are properly identified and stored
- Walk hospitalized patients several times a day to provide exercise and bathroom breaks and provide with food and water as appropriate
- Provide care for animals housed at or visiting the hospital including TLC, fresh bedding, and litter boxes - monitor and report signs of illness, disease, injury or unusual activity
- Gather and accurately record basic admission information, such as current weight, and any other pertinent information
- Under direction of RVTs or DVMs assist with the administration of medications, post-operative care, preparation of samples for laboratory analysis, specimen collection, instrument cleaning
- Assist clients by carrying out food and medication orders
- Ensure stocks of hospital supplies are maintained in exam rooms, consult rooms, and treatment areas
- Maintain hospital grounds, including collection of any trash or animal waste
- Other duties as assigned by staff members

## **Qualifications and Competencies:**

### **Basic Skills -**

- Strong organizational, time-management, and task prioritization skills
- Ability to work independently on assigned tasks, accept verbal or written direction, and use good judgment and initiative
- Comfortable and able to perform moderately heavy physical labour and stand/walk for extended periods of time
- Knowledge of computers and relevant software applications
- Comfortable working around cats, dogs, and exotic animals with a variety of conditions, temperaments, and handling requirements

### **Communication Skills -**

- Excellent verbal, written, and interpersonal communication skills
- Strong active listener able to give full attention to other perspectives, ask questions as appropriate, and avoid interruption
- High attention to detail and commitment to accuracy, candidly admit and correct errors

### **Social Skills -**

- Committed to creating a strong, supportive team environment
- Ability to adjust actions in relation to circumstances and the behaviour of others
- Actively interested in finding solutions, offering assistance, and sharing knowledge

## **Work Environment:**

Elk Lake Veterinary Hospital is a fast-paced small animal practice that offers general consult, surgical and dental services, and diagnostic procedures including radiography and ultrasound. While performing duties, volunteers can be exposed to hazards associated with aggressive patients, infected animals, and controlled substances. They will also be exposed to unpleasant odours, noises, and animal wastes, the potential for bites and scratches, and possible exposure to contagious diseases. Clients are active participants in maintaining their animals' health, and volunteers will encounter clients who may be distressed, angry, anxious, or grieving. Duties are typically performed inside, but some outside work is required.

I have read and understand the Volunteer Position Description:

Volunteer Name: \_\_\_\_\_ Date: \_\_\_\_\_

Volunteer Signature: \_\_\_\_\_