

WellHaven Pet Health

Job Description

DVM, Associate

Job Summary

The Associate DVM ensures a high quality of veterinary care, client service, employee well-being and productivity of the veterinary medical team. The Associate DVM will be led by the Principal Doctor and Practice Manager to ensure the well-being of the hospital environment, medical quality and business performance of the hospital.

Key Responsibilities

Main Accountabilities:

- Ensure consistent, high-quality care, safe and exceptional service to maintain a positive hospital environment, uphold medical standards, and support business performance
- Adhere to all WellHaven protocols and practices and oversee employees to prioritize practice goals
- Collaborate with the Principal Doctor to establish development plans that align with hospital objectives
- Practice veterinary medicine in compliance with State Veterinary Practice Act, Federal and/or State Controlled Substance laws, WellHaven Code of Ethics, and maintain appropriate medical record documentation
- Maintain thorough and accurate medical charting for all patients, consistently meeting hospital quality control standards
- Provide comprehensive client communication, including in-person, phone, and email as needed
- Participate in community events, external marketing initiatives, and hospital projects
- Demonstrate proficiency in anesthesia, surgery, dentistry, and current medical practices
- Advocate for exceptional client service and patient well-being
- Provide medical training to support staff
- Willingness to train/lead/manage support staff as required

Customer Service Delivery:

- Consistently provide professional, efficient, and exceptional service
- Demonstrate excellent communication and organizational skills when interacting with the veterinary team and clients
- Effectively adapt to individual clients and their needs
- Effectively resolve customer complaints, as appropriate

Other:

- Lead and guide team to ensure the hospital meets safety standards and regulations set by the DEA and OSHA. Meet all OSHA standards and regulations as outlined in company policies
- Ability to perform other job duties as assigned

Required Skills and Knowledge

Demonstrated ability to:

- Uphold integrity and ethics in all actions and behaviors
- Stay current with the latest advancements in veterinary medicine through ongoing professional development and continuing education to maintain certification and improve knowledge and skills
- Drive for results by demonstrating motivation and determination to achieve goals and deliver high-quality outcomes
- Contribute to building an effective veterinary team and exhibit enthusiasm as a team member
- Provide consistent, high-quality care, safe and exceptional medical services
- Remain action-oriented and effectively set priorities
- Work well in an extremely fast-paced work environment, remaining calm and resilient
- Learn new computer software systems (EMR, Scheduling, etc.)
- Provide a high level of accountability

Education and Experience

- Doctor of Veterinary Medicine (DVM/VMD) or equivalent degree required
- State Veterinary Board License
 - On the first day of employment, must be in good standing with the state(s) employed to work for WellHaven
- Current USDA Accreditation
- Valid DEA License

Work Location, Environment and Physical Requirements

- The Associate Doctor position is performed onsite at our hospital or an approved offsite event location. Remote work is not available for his position
- Hospital environment includes limited space, smells from pet waste, and noise (barking, etc.)
- Schedules may include 10+ hour shifts, Saturdays, evenings, and holidays
- Good hand-eye coordination, arm-hand-finger dexterity with the ability to reach and grasp, and visual acuity to use a keyboard, operate equipment, and read information
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus
- Able to stand, walk, stoop, kneel, crouch, and climb
- Ability to lift 50+ pounds
- May routinely be exposed to pets that may bite or scratch, biological hazards, anesthesia medications (smells), radiation if near Xray machine, prescription medications, including controlled substances

Equal Opportunity Employer – Commitment to Diversity

WellHaven is an Equal Opportunity Employer. WellHaven is committed to complying with all applicable federal, state, and/or local laws prohibiting discrimination based on race, color, creed, religion, national origin, sex (including transgender status), marital status, familial status, status with regard to public assistance, disability, genetic information, sexual orientation, age, military or veteran status, membership or activity in a local human rights commission, or any other status protected by law.

In accordance with federal, state, and local law, WellHaven may provide reasonable accommodation to known physical or mental limitations of applicants during the hiring process and to an otherwise qualified employee with a disability unless the accommodation would impose an undue hardship on WellHaven. For more information, please contact WellHaven HR at HR@wellhaven.com.