

WellHaven Pet Health

Job Description

DVM, Principal Doctor (PD)

Job Summary

The Principal Doctor is responsible for comprehensive oversight and accountability across all facets of the hospital. This role is dedicated to ensuring the delivery of top-notch veterinary care, exceptional client service, the well-being and productivity of the veterinary medical team, and the overall effectiveness and efficiency of the hospital.

Key Responsibilities

Main Accountabilities:

- High-Quality Care and Service: Ensure consistent, high-quality care, safe and exceptional service to maintain a positive hospital environment, uphold medical standards, and support business performance
- Partner with Practice Manager (PM) to support hospital operations:
 - Take an active role in, or lead, hospital team meetings
 - Develop annual plans, budgets, and hospital productivity levels
 - Lead talent acquisition, training, development, coaching, and mentoring of employees
 - Implement effective communication strategies to foster employee engagement
 - Maximize hospital efficiency, profitability, and productivity
 - Effectively resolve client and employee conflicts
 - Ensure current licensures for all applicable employees
- Leadership for Associate Doctor(s):
 - Support and mentor Associate Doctors to reach their professional potential and career goals
 - Guide Associate Doctors in delivering exceptional medical care, client service, and business results
 - Develop plans to achieve individual/hospital goals and priorities
 - Ensure proficiency in anesthesia, surgery, dentistry, and current medical practices
- Scheduling Management: Guide the Practice Manager to create and maintain veterinarian's and para staff schedules to meet client needs, following WellHaven guidelines, while proactively planning personal and continuing education time off
- Employee Training: Oversee effective training of employees by:
 - Demonstrate exceptional client service
 - Adhere to WellHaven protocols and practices as outlined in the state-specific WellHaven Guidebook
 - Achieve practice priorities
- Compliance: Practice veterinary medicine in compliance with:
 - State Veterinary Practice Act
 - Federal and/or State Controlled Substance laws

- WellHaven Code of Ethics and company policies
- Maintain thorough and accurate medical charts, consistently meeting hospital quality control standards
- OSHA and DEA regulations and safety standards
- Integrity and Ethics: Demonstrate unwavering integrity and ethical conduct in all actions and behaviors
- Community Outreach and Marketing: Take responsibility for community outreach, events, and external marketing efforts to promote the hospital

Customer Service Delivery:

- Consistently provide professional, efficient, and exceptional service
- Demonstrate excellent communication and organizational skills when interacting with the veterinary team and clients
- Strong Customer Service Focus while effectively adapting to individual clients and their needs
- Effectively resolve customer complaints, as appropriate

Other:

- Lead and guide the 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
- Develop direct reports by guiding, coaching, and mentoring to help them reach their full potential, achieve their professional goals, and contribute effectively to the success of the organization
- Stay current with the latest advancements in veterinary medicine through ongoing professional development and continuing education to maintain certification and improve knowledge and skills
- Identify, address, and resolve conflicts effectively and professionally
- Drive for results by demonstrating motivation and determination to achieve goals and deliver high-quality outcomes
- 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
- Previous owner of a hospital, practice or equivalent management experience
- 5+ years practicing as a DVM in a hospital setting
- Prior experience training associate doctors and paraprofessional staff

Work Location, Environment and Physical Requirements

- The Principal 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.)
- Position requires 40+ hours per week to complete essential duties of this job to meet client needs and work volume. Schedules may include 10+ hour shifts, Saturdays, evenings, and holidays
- Able to stand, walk, stoop, kneel, crouch, and climb
- 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
- 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.