

JOB DESCRIPTION

Job Title:	Patient Flow Co-Ordinator
Location:	Glasgow, Lanarkshire and Dumbarton
Reports To:	Veterinary Clinic Manager
Contacts:	Veterinary Clinic Manager, Veterinary Surgeons (VS), Head Nurse (HN), Registered Veterinary Nurses, Veterinary Care Assistants, Veterinary Administrator, Animal Rescue and Rehoming Centres (ARRCs), Inspectorate, Fosterers and members of the public.

Purpose of the Role:

The Patient Flow Co-Ordinator will be a senior Registered Veterinary Nurse responsible for the efficient movement of animals through the veterinary clinic, prioritising animal care across the Scottish SPCA, reacting to the needs of the wider Society and working to minimise animal time in care.

Working with the ARRC Centre managers, Veterinary Surgeons, Veterinary Nurse and Veterinary Care Assistant teams, the Patient Flow Co-Ordinator will manage the patient diary and workload, ensuring that the right animal is presented to the right place, at the right time, and seen by the right person. As the nominated contact for the internal society stakeholders (ARRC, Inspectorate), deliver the excellent levels of client and customer service expected from a veterinary support function.

Key Responsibilities:

- Model the Society's core values — Committed, Compassionate, Professional, Expert, Collaborative, and Adaptable — in all aspects of clinical and interpersonal work.
- Foster a culture of collaborative, interdepartmental teamwork that prioritises welfare-focused outcomes and exceptional client and stakeholder service.
- Communicate clearly and effectively with clients, members of the public, veterinary professionals, and regulatory authorities, using clinical judgement to tailor communication appropriately to the audience and situation.
- Collaborate with the ARRC, Inspectorate, and wider veterinary clinic teams to ensure the efficient movement of animals through various services and treatments, prioritising those with the greatest clinical need. Ensure seamless transitions between stages of care to minimise delays and optimise patient outcomes.

- Provide agility and proactive problem-solving expertise to address day-to-day challenges in the clinic, ensuring that clinical activities run smoothly and efficiently. React quickly to emerging issues and reallocate resources as needed, ensuring minimal disruption to patient care.
- Lead the morning briefing with the veterinary surgeon and nursing team to confirm plans and priorities for the day. Establish clear expectations for clinical workflows to minimise wasted time, ensuring all staff are aligned on the day's objectives and that clinical time is used effectively.
- Drive the clinic's operational processes with an emphasis on continuous improvement. Regularly assess the effectiveness of current practices, suggest improvements, and implement changes to ensure the clinic operates at peak efficiency.
- Effectively balance the needs of animals, clients, and the wider Society, ensuring that decisions made support optimal outcomes without bias. Always advocate for the welfare of animals while maintaining a high standard of service to clients.
- Act as the primary point of contact for the ARRC and Inspectorate teams, consistently managing and prioritising the movement of animals based on urgency and clinical need. Ensure timely and clear communication with all stakeholders to manage expectations effectively.
- In the event of emergencies, re-prioritise workflows to accommodate urgent cases, ensuring emergency treatment is provided to sick and injured animals as quickly as possible. Minimise reliance on external veterinary partners by maximising internal resources.
- Support, guide and line manage the Head Nurse (HN), Registered Veterinary Nurse (RVN) and Veterinary Care Assistant (VCA) team. Ensure their professional development needs are met and that their performance aligns with Scottish SPCA expectations. Foster a collaborative team culture where members can deputise for one another during periods of absence.
- Complete the required number of CPD hours as dictated by the RCVS and share learning with colleagues and assist in the development of all staff at the veterinary clinic by participation in staff training.
- To comply with all Health and Safety procedures and uphold a culture of health, safety, and infection control, proactively identifying and addressing clinical risks and maintaining high standards of cleanliness and biosecurity
- Ensure strict compliance with data protection regulations and uphold client confidentiality at all times.
- Support organisational security measures, working responsibly to safeguard Scottish SPCA property, data, and reputation
- Promote a good image of Scottish SPCA both internally and externally by communicating in a positive manner and minimise any risk to Scottish SPCAs reputation.

- Act as a positive ambassador for the Scottish SPCA in all professional interactions, supporting public events, media engagements, and fundraising initiatives as required.
- Ongoing demonstration of all RCVS Day One Competences, Skills and Professional Behaviours for Veterinary Nurses
- To comply with all relevant Scottish SPCA policies and procedures.

Person Specification:

	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none">• Qualified RVN with a minimum 3-year post-qualification experience	<ul style="list-style-type: none">• Management / Leadership qualification
Experience & Job Knowledge	<ul style="list-style-type: none">• Veterinary Nurse management and leadership experience.• Practical experience working with a range of different animal species including exotics.	<ul style="list-style-type: none">• Previous experience working in a busy charity veterinary hospital environment• Experience of mentoring, teaching and clinically developing teams.
Job Related Skills / Competencies	<ul style="list-style-type: none">• Exceptional decision-making skills and ability to re-prioritise and re-organise cases to accommodate the needs of the society.• Excellent customer care and communication skills• Ability work under direction and delegate tasks where appropriate.• Ability to build trusted relationships with key stakeholders whilst making tough decisions when necessary• Ability to reflect on and assess situations whilst also identifying improvement areas.	<ul style="list-style-type: none">• Proven track record of mentoring student veterinary nurses.• Ability to optimise efficiency and productivity through collaborative process analysis
Personal attributes	<ul style="list-style-type: none">• Passion for animal welfare and an advocate of our charitable purpose.• Empathetic and supportive RVN who believes that working with clients and customers delivers the best outcome for their animals.• Solutions focussed and able to remove blockers and work collaboratively to overcome obstacles.	<ul style="list-style-type: none">•

	<ul style="list-style-type: none"> • Resilient and calm with the ability to allay concerns. • Act with professional integrity • Embraces a culture of open 360 feedback. 	
Additional relevant criteria	<ul style="list-style-type: none"> • Full, driving licence • Willingness to work within group shift pattern • Willingness to live within the geographical area of work • Subject to a Disclosure Scotland standard check 	<ul style="list-style-type: none"> • IT literate and comfortable using a variety of systems including the M365 suite.

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