



Medical Supervisor Job Description

SUMMARY As the region's largest open-admission shelter, ACCT Philly's medical program depends on skilled, caring, communicative individuals to provide the highest level of care for its animals. The Medical Supervisor is one of the primary positions responsible for monitoring, directing, examining and administering medical services and treatments to the shelter's many animals.

This position works with the Medical Manager and in concert with a team of other medical nurses, veterinarians, managers and staff to ensure timely and humane care for thousands of animals every year of various species, stages of health, and dispositions in both the clinic and the shelter setting.

Medical Supervisor core responsibilities

- Nursing staff supervision
 - Manage schedule, ensuring coverage.
 - Correct and approve time punches, edits and additions.
 - Review applications and conduct initial interviews for open positions within the Medical Department. Work with Medical Manager to identify critical needs and skill areas.
 - Monitor, develop, and improve staff performance through coaching, training, and progressive discipline (when necessary).
- Training and development
 - Coordinate training of new staff with lead nurses
 - Apply 30-60-90 assessment to address and overcome training deficiencies.
 - Support staff in obtaining additional training and continuing education as recommended or directed by Medical Manager.
 - Track and document those training activities while identifying areas for continued development.
- Department operations and logistics
 - Maintain equipment in good working order and ensure it is properly utilized, disinfected, and stocked or stored in appropriate locations.
 - Work with Coordinators to monitor and maintain inventory, identifying reorder opportunities before they arise.
- Clinic supervision
 - Serve as liaison between foster coordinators and veterinary staff.
 - Maintain clinic schedule and ensure sufficient coverage for clinic appointments.

- Oversee nurses' performance in clinic activities—customer service, accurate record keeping, procedure documentation and other activities as necessary.
- General
 - Actively participate in activities and responsibilities of the organizational management team.
 - Represent the department on relevant committees.
 - Other duties as assigned to support the department and Medical Manager

Qualifications

The ideal candidate is organized and detail-oriented; is personable, outgoing, patient, professional and able to get along well with a variety of people.

Has strong written and verbal communication skills; possesses maturity and good judgment.

Has the ability to remain pleasant and calm even in stressful situations.

Possesses the ability to ask appropriate questions to gather information along with the ability to feel and show empathy for others.

Is comfortable and able to work with animals of unknown disposition and those who may exhibit medical and other problems as well as aggressive tendencies.

Ability to accommodate varied assignments and schedules; ability to lift and move objects and animals weighing up to 50 lbs for short distances and to humanely restrain an animal.

Must have a sincere interest in the work, program and mission of ACCT Philly.

**Position requires critical thinking and problem-solving, the ability to work autonomously when necessary and also as part of a leadership team, excellent time management and the ability to multi-task.

Education and Work Experience

- At least three years of experience in an animal shelter, veterinary hospital or closely related field
- At least one year of supervision or management experience, more strongly preferred

IMMEDIATE SUPERVISOR: Medical Manager

INTRODUCTORY ASSESSMENT PERIOD The introductory assessment period runs from the date of hire for three months thereafter. For employment in any position with the Animal Care and Control Team of Philadelphia, this introductory assessment period is the period during which the specifics of the job are learned. During this period, either the employee or the Animal Care and Control Team of Philadelphia may end the employment relationship without notice or prejudice.

EMPLOYMENT There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of the Animal Care and Control Team of Philadelphia. The Animal Care and Control Team of Philadelphia or the employee may terminate that employment at any time.

NON-EXEMPT POSITION Full-time position requires eight (8) hours per day, forty (40) hours per week. Includes weekends, nights, and holiday work.