

JOB DESCRIPTION:

Clinic Manager

- Full time position: 40 hours per week
- Weekend hours required
- Directly responsible to the attending Veterinarian and BOD

Primary Functions

- Promoting quality medicine and rehabilitation under the direct and indirect supervision of the attending veterinarian (attending veterinarian will be on-site 4-10 hours a week as necessary for patient medical care with exception of veterinarian PTO days).
- Annual reporting of all federal permit requirements (education and rehabilitation)
- Staff, student, and volunteer management, coordination, and supervision in a clinic and educational environment
- Educational outreach both with and without education ambassadors, including training avian ambassadors under the supervision of an IAATE mentorship.
- Fundraising/social media assistance

Key Responsibilities

The following key responsibilities are provided for illustration only and may include other reasonable tasks:

Surgery and Rehabilitation Responsibilities

- Performing intake triage examinations and assigning rehabilitation and husbandry regimens per patient. Aiding the attending veterinarian (AV) in treatments, diagnostics, physical therapy, etc. when applicable and the AV is on site.
- Keeping and updating all medical records along with data collection and assessment (i.e. type of patient seen, primary injury, treatment protocol, outcome, etc)
- Attending monthly RaptorLIVE continuing education courses and other select CE experiences
- Tracking patient rehabilitation and recovery; facilitating public releases (minimum of 12 per year)
- Coordination of rehabilitation and surgical cases with attending veterinarians, including scheduling surgeries, physical therapies, recheck examinations, etc.
- Overseeing husbandry of NWBR patients
- Managing general facilities (arrange for minor repairs by communicating with AV or BOD)
- Generating reports required by USFWS; including keeping and filing appropriate copies.

Educational Outreach

- Overseeing the health, training, and husbandry of education ambassadors
- Generating reports required by USFWS; including keeping and filing appropriate copies.
- Creation and supervision of programs; ensuring quality teaching, and a safe, welcoming and positive environment.
 - A Program is defined as an event with the primary intention of promoting NWBR's core values: rehabilitation, education, conservation, and improvement of our region
 - Programs can include public releases, public educational courses, school related events (such as teaching courses for NWACC, UARK, OLLI), speaking to clubs at highschoools, universities and various other organizations (Girl Scouts, etc.).

Leadership Expectations

- Overseeing the development and training of staff, volunteers, and students in the handling and rehabilitation care for NWBR patients. Participate in annual reviews.
- Coordination of volunteer schedules, training, volunteer morale, and supervising onsite volunteer leadership
- Navigating intrapersonal expectations between coworkers, volunteers, student interns, etc.
- Assigning and mediating staff, volunteer, and student schedules through the Social Schedules application.
- Fostering a motivating environment by showcasing adaptability, problem-solving, and a positive attitude.
- Lead volunteer projects with clear goals, inspire collaboration, and demonstrate effective communication.

Fundraising and Social Media Management

- Assisting in the creation of social media interactions highlighting clinic updates, outreach, sponsors, etc (Facebook, Instagram, TikTok, etc). Uploading clinic photos to shared albums for the Executive Director or marketing team to utilize as needed.
- Utilizing social media accounts in order to promote cases, success stories, merchandise sales, and volunteer opportunities.
- Assisting in the creation of a quarterly newsletter, which must include the following: species or patient of the month, two upcoming events, and links to donation opportunities/the website/sponsors.
- Assisting the board with designated fundraising events, programs, etc.
- Demonstrating initiative in creating and actively seeking fundraising opportunities.

General Expectations

- Ability to track and report expenses, plan and follow a specified rehabilitation and educational budget set by the AV/BOD.
- Ensure that the personal timesheet is completed accurately and turned in on time.
- Appropriately respond to all community compliments, inquiries or complaints or forward them on to the appropriate personnel within 72 business hours.
- Maintain statistics on program attendees and outcomes.
- Help to manage conflict, problems, and emergencies; analyze situations and draw reliable conclusions; taking appropriate action without waiting for direction when needed.
- Maintain confidentiality of attendees, donors/supporters, and organization information.

Position Requirements

Education and Experience

- Bachelor's Degree required, preferred concentration in Animal Sciences, Ecology, or similar
- Must have experience with wild avian rehabilitation, over 3 years of experience required.
- Experience as a Veterinarian assistant or technician is preferred.
- Supervision or leadership experience required.

Physical Requirements

- Ability to move quickly across a variety of indoor and outdoor surfaces.
- Ability to bend and lift up to 35 pounds on a regular basis and up to 50 pounds occasionally.
- Ability to work effectively under stress and within deadlines

Position Benefits and Requirements

- Full time, 40 hour work week
- Salary: \$32,000-38,000
- Health and Dental Insurance Assistance (stipend or reimbursement of up to \$325 a month)
- NWBR will cover one attempt of testing for Certified Wildlife Rehabilitation Accreditation (\$115) and renewal fee paid every 2 years (\$40). This is an optional benefit.
- Paid Time Off: 14 work days to cover sick, vacation, and personal days
- Professional Development Stipend of \$1,000 per year to use for conferences, continuing education events, etc. Receipts must be saved and events must be pre-approved by the board for reimbursement. The Professional Development Stipend will be paid out in the form of a reimbursement after the continuing education event has been completed. Five working days can be utilized for continuing education travel as desired. One hour of leadership CE will be required yearly.
- After a year of employment, employee is eligible for a 12-week unpaid maternity leave or 6-week unpaid paternity leave
- Employee will be eligible for general benefits (PTO, insurance stipend, professional development stipend) 90 days after beginning work in the NWA region.

TASK LIST

Below is a generalized list of tasks reflecting the Clinic Manager's daily, weekly, monthly, and annually responsibilities. Note additional duties are expected, these are simply the foundational tasks.

Daily

Oversee all rehabilitation patients and volunteers
Oversee all educational ambassadors and volunteers
Manage and update RaptorMed medical records
 Print out all patient treatment sheets
 Check Business Email

Weekly

Attending continuing education courses as available
Complete specimen programming data required for USFWS reporting
Place orders for required food, medication, husbandry supplies, etc. within a developed budget.

Monthly

Create and execute programs as requested (on or off-site)
Host mandatory Volunteer Introduction Course for new volunteers
Plan social media postings regarding rehabilitation and education (work simultaneously with ED on this)
Create and distribute volunteer schedules

Annually

Compile and submit USFWS Rehabilitation Report
Compile and submit USFWS Dead and Salvage Permit
Compile and submit USFWS Live Permit
Assist with volunteer evaluations (bi-annually)