



The Raptor Center
Clinical Rehabilitation Associate - Job ID #374665
College of Veterinary Medicine - University of Minnesota

Program/Unit description: Established in 1974 as part of the University of Minnesota College of Veterinary Medicine, The Raptor Center (TRC) is first and foremost a hospital for ill and injured raptors, caring for over 1,000 birds annually. As an internationally renowned veterinary teaching hospital, TRC trains students and professionals from around the world to become future leaders in raptor medicine and conservation and conducts multi-disciplinary ecosystem health research. In addition, TRC has a substantial education and outreach program to educate and inspire the public. Using raptor ambassador birds, TRC's education team uses innovative methods to reach over 150,000 people annually through a variety of programming at on and off-site venues and through virtual technology. All of this work is done with the assistance of a cohort of more than 300 volunteers. While part of the University of Minnesota, The Raptor Center functions on philanthropic donations for much of the budget.

Position description: The Clinical Rehabilitation Associate supports TRC's mission by providing cross-functional patient care assistance throughout all phases of treatment and rehabilitation. This role is designed to be flexible, adapting to the needs of different stages of care and shifting responsibilities based on patient caseloads, staffing coverage requirements, seasonal demands, and operational priorities. It will fill critical staffing gaps and ensure continuity of care for our patients. It will also contribute to the teaching and supervision of student employees and volunteers, provide guidance to interns and visiting professionals, and represent TRC to the general public. Key competencies include a basic level of skill in providing professional care to animals, strong observation skills, customer service experience, ability to work independently and in a team environment, basic skills in the Microsoft Suite, and ability to problem-solve.

Essential functions: To support the overall daily functions of TRC's clinic by providing a continuum of veterinary and animal care support, including when a senior certified veterinary technician (CVT) is not on duty. This role requires exceptional communication and organizational skills to successfully work with multiple staff members, students, and volunteers.

Responsibilities vary seasonally and will include:

Clinic Support Tasks and General Patient Care - 45%

- Assist veterinarians and support senior veterinary technicians with the medical care of wild raptor patients.
- Perform patient restraint for examinations, diagnostics, treatments, and procedures.
- Conduct treatments, medication administration, daily patient assessments, feeding, cleaning, and husbandry.
- Assist with diagnostics, sample preparation, laboratory procedures, radiographs, bloodwork, and anesthesia according to training and qualifications.
- Participate in treatment planning discussions with veterinarians, SVTs, and CVT(s).
- Complete medical records and patient documentation accurately and promptly.
- Participate in and assist with end-of-life services, including the euthanasia of patients.
- Assist with clinic maintenance tasks, including inventory, restocking, and cleaning; preparing treatment areas; and preparing medications.

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**Rehabilitation Duties - 35%**

- Participate in the rehabilitative care of all raptor patients who have completed medical care. Tasks include but are not limited to: creating physical reconditioning schedules, evaluating flight mechanics, performing live prey training, pre-release examinations and diagnostics with a staff veterinarian, coordination of releases, imping (feather replacement), beak/talon coping, and participation in developing and updating in-house protocols and documentation of rehabilitation process for use in teaching and consultations.
- Participate in the care for juvenile raptors during baby season. Tasks include, but are not limited to: providing care to juvenile raptors in the hospital who have completed medical treatment; training volunteers in basic care for juveniles; performing and coordinating renesting and fostering; and following up with the general public on reunites or fosters.
- Assist in managing the mouse colony.

Volunteer training and engagement - 5%

- Assist with training and supervising volunteers involved in patient care and rehabilitation activities.
- Support volunteer engagement efforts and educational opportunities.
- Contribute to educational programming and training initiatives.

Teaching and outreach - 10%

- Assist with training and supervising students involved in patient care and rehabilitation activities.
- Provide guidance and support to student employees, interns, and visiting professionals.
- Communicate professionally with members of the public regarding injured birds, patient updates, transport arrangements, and rehabilitation activities.
- Contribute to educational programming and training initiatives.
- Represent TRC professionally in public-facing activities.

Other duties as assigned (5%)**Minimum Qualifications:**

- BA/BS degree in an animal-related field, biology, wildlife ecology/conservation, OR certified veterinary technician training plus two years' experience, OR equivalent combination of education and experience in veterinary technology, animal science, biology, wildlife rehabilitation, or related field to equal 4 years
- Ability to maintain composure in high-stress, emotionally charged environments, including through the euthanasia process
- Ability to communicate respectfully, clearly, and effectively through speaking, listening, writing, and responding to a variety of audiences, including volunteers, colleagues, and members of the public.
- Ability to provide excellent customer service – in person, online, and on the telephone
- Strong observational skills
- Demonstrated ability to work independently and effectively with others
- Comfort in speaking in front of audiences
- Basic competency in the Microsoft suite: Word, Excel, Gmail, PowerPoint
- Ability to project a positive attitude towards co-workers, supervisor, volunteers, and the public
- Ability to use time efficiently and take initiative to respond to departmental needs

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- Ability to work as a team member in a highly dynamic, busy environment
- Ability to adapt to a changing work environment and work effectively in an emergency room-type environment
- Problem-solving skills and strong interpersonal skills
- Flexibility in schedule that includes the ability to work during all seasons, weekends, evenings, and holidays, and the ability to fill some shifts on short notice.

Preferred Qualifications

- Certified Veterinary Technician (CVT) or eligibility for certification in Minnesota.
- Two years of professional experience in wildlife rehabilitation, veterinary medicine, zoological medicine, or a related animal care field.
- Experience with avian hematology and manual complete blood cell counts
- Knowledge of veterinary medicine terminology
- Knowledge of proper restraint and handling of large and small animals
- Basic raptor knowledge
- Experience working with raptors in a wildlife rehabilitation setting
- Experience working with volunteers
- Experience teaching and working with students

Hourly Pay Range: \$22.50 - \$25.00/hr; depending on education/qualifications/experience

Expected Hours

This is a full-time position averaging 40 hours per week. Shifts vary throughout the year based on daylight hours. Standard scheduling consists of five 8-hour shifts per week, with start and end times scheduled within the window of 7:00 AM to 7:00 PM. In some circumstances, schedules may be adjusted to four 10-hour shifts to meet operational needs. Overtime must be approved in advance by a supervisor.

Regular work days will include weekdays and weekends, with days off generally falling midweek (most commonly Tuesday/Wednesday or Wednesday/Thursday). Staff schedules may be adjusted, with advance notice, to provide coverage during vacations. Due to the high volume of patient care during the summer months, vacation time in July and August is limited for this position.

Work Environment

This work is performed on site at The Raptor Center. This work environment may include exposure to noise, bright/low lighting, temperature variations from below freezing and working in outdoor winter temperatures to high heat, humid and weather events outdoors, animal bodily fluids and waste, and allergens such as mold, dust, and animal feathers and dander.

Required Training

- ZIMS medical record software
- TRC internal protocols and procedures

**Physical Requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to individuals with disabilities to perform the essential functions. This will be determined on a case-by-case basis in conjunction with Disability Services.

- Ability to stand for prolonged periods of time
- Ability to walk ½ mile, climb stairs, balance, stoop, kneel, crouch, or crawl
- Ability to use hands to perform fine motor skills
- Ability to talk, hear, and smell to work safely in an animal care environment
- Specific vision abilities include close vision, distance vision, color vision, peripheral vision, and depth perception
- Ability to lift up to 50 pounds
- Ability to lift awkward, heavy objects from the ground
- Ability and willingness to wear a fitted N95 respirator for significant periods of time
- Ability and willingness to wear personal protective equipment and work in a biosecure quarantine space for significant periods of time
- Ability to physically capture and safely restrain wild raptors, including large eagles

How to Apply:

All applications for this position are required to be submitted online at:

<https://humanresources.umn.edu/jobs> with the Job ID #373050

Applications mailed to The Raptor Center will not be considered.

Cover letter and résumé required. These documents can be attached to your application by accessing your "My Activities" page and uploading documents there. This position will remain open until filled. For the best chance to be considered for this position, apply as soon as you are able.

To request an accommodation during the application process, please e-mail employ@umn.edu or call (612) 624-UOHR (8647).

Please visit the [Office of Human Resources](https://z.umn.edu/BenefitsSummaries) website for more information regarding benefit eligibility at <https://z.umn.edu/BenefitsSummaries>.

The employer reserves the right to modify, change, or add to the duties of this job description, consistent with the University classification, at any time.

**Diversity**

The University recognizes and values the importance of diversity and inclusion in enriching the employment experience of its employees and in supporting the academic mission. The University is committed to attracting and retaining employees with varying identities and backgrounds.

The University of Minnesota provides equal access to and opportunity in its programs, facilities, and employment without regard to race, color, creed, religion, national origin, gender, age, marital status, disability, public assistance status, veteran status, sexual orientation, gender identity, or gender expression. To learn more about diversity at the U: <http://diversity.umn.edu>.

Background Check Information

Any offer of employment is contingent upon the successful completion of a background check. Our presumption is that prospective employees are eligible to work here. Criminal convictions do not automatically disqualify finalists from employment.

About the U of M

The University of Minnesota, Twin Cities (UMTC), is among the largest public research universities in the country, offering undergraduate, graduate, and professional students a multitude of opportunities for study and research. Located at the heart of one of the nation's most vibrant, diverse metropolitan communities, students on the campuses in Minneapolis and St. Paul benefit from extensive partnerships with world-renowned health centers, international corporations, government agencies, and arts, nonprofit, and public service organizations.