

Practice Manager

POSITION DESCRIPTION

Position title: Practice Manager

Employer: Northern Rivers Wildlife Hospital (NRWH)

Reports to: the Board of NRWH

Key Relationships: Veterinarians, Vet Nurses, Relationships Manager, hospital volunteers, wildlife care groups

Date: May 2023

About Us

The Northern Rivers Wildlife Hospital was founded in January 2019 as a response to the high demand for veterinary care for the 10,000+ sick, injured, and orphaned wildlife rescued in the Northern Rivers. In late 2023, we will be opening the wildlife hospital, centrally located at Wollongbar, and servicing all seven Local Government Areas of the Northern Rivers region.

NRWH will provide best practice veterinary hospital services for sick, injured, and orphaned Australian native wildlife. The hospital facility will offer triage, intensive and intermediate in-patient and out-patient care and short-term rehabilitation. It will scale to accommodate longer-term rehabilitation of certain species to compliment the work of existing local wildlife care groups. NRWH's impact will extend from the individual animal to systemic improvements in wildlife conservation. NRWH will achieve this by working collaboratively with wildlife care groups, hospitals, networks, universities, TAFE, government agencies and non-government organisations.

The hospital project is community driven and funded through a diverse range of sources including Federal and State government grants, funding partners such as WWF Australia and other philanthropic support. The community will benefit from the state-of-the-art built facility, educational programs and community events that promote conservation and biodiversity.

About the Role

The Practice Manager is initially responsible for the commissioning of a new wildlife hospital. This will be followed by the operational management of the hospital; working directly with the Board to oversee policies, strategic planning, and risk management and to have input into the preparation of and reporting against operational budgets. This is a leadership position with the responsibility of ensuring a positive work environment within which the hospital achieves its Missions.

The role is full time. Generous above-award remuneration package.

Key Responsibilities

The Practice Manager is required to manage all aspects of the Hospital including:

- Commission the NRW in collaboration with a core dedicated team including the Board, Veterinary Advisory Committee, project manager, relationship manager, and others;
- Manage the NRW operational budget to ensure efficient hospital operations;
- Foster a warm and safe workplace, ensuring the recruitment and retention of a thriving hospital team (with the support of our senior vet and vet nurse);
- Administer the hospital's roster (in conjunction with our senior vet and nurse) to ensure optimal staffing levels;
- Engage in the development, implementation, and review of NRW's vision, strategies, and operational policies and procedures;
- Set up and operate the Hospital's practice management (including stock control), administrative, financial, reporting and, maintenance systems;
- Enable high standards of veterinary care and animal welfare and compliance with legislative requirements, NSW Codes of Practice, WHS and HR policies, audits, and records (with the support of our senior vet and vet nurse).
- Facilitate environmental sustainability through initiatives such as the Climate Care Program.

About You

Essential Selection criteria:

- Formal qualifications in veterinary nursing or veterinary science;
- Proven experience as a Practice Manager in a licensed veterinary hospital;
- First-class interpersonal skills, with the ability to engage and inspire the team through fostering a workplace culture that reflects NRW Vision, Mission and Values
- A passionate, committed, and ethical approach to work;
- Well-developed analytical and critical thinking skills;
- High levels of compassion and demonstrated interest in wildlife care;
- Understanding of legislative requirements, NSW Codes of Practice, WHS and HR policies, audits, record keeping, relationship and risk management.
- Willingness to follow WHS policies, including vaccination and titre testing for ABLV and Q-fever.

Desirable Selection Criteria

- Industry accreditation such as VNCA, AVNAT, ZWVNA, Veterinary Business Group, WDA Australasia or AVCB.
- 5 years+ of clinical experience, preferably in an Australian wildlife, zoo or exotic clinical facility;
- Formal studies or qualification in leadership, veterinary or business management
- Experience in setting up and opening a veterinary hospital;
- Experience as a volunteer wildlife carer;
- A general understanding and knowledge of issues relating to the human-wildlife interface in the local community, wildlife conservation and rehabilitation.
- Demonstrated interest in environmentally sustainable practices.

If you are interested in this role, we would love to hear from you. Please submit a maximum two-page cover letter addressing the selection criteria and a maximum two-page resume to info@nrwh.com.au

The Northern Rivers Wildlife Hospital is an Equal Opportunity Employer, and we encourage interest from Aboriginal and Torres Strait Islander peoples. We value diversity, inclusivity, gender equity and we promote human friendly practices.

Employees of the NRWH must comply with and maintain up to date knowledge in:

- WHS legislation
- Privacy legislation
- Confidential Information Policy
- NRWH Code of Conduct