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| Tufts Veterinary Emergency Treatment and SpecialtiesJob Description | | |
| **Job title: Hospital Director** | | **Date: April 24, 2014** |
| **Reports to : Joseph McManus, Executive Associate Dean** | | |
| **Department: Tufts Veterinary Emergency Treatment and Specialties, Inc. (Tufts VETS)** | | |
| **FLSA status: ☐Non-Exempt ☒Exempt** | **Band & Pay Zone:** | |

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| **Department Summary** *(Briefly describe the purpose and activities of the department):*  Tufts Veterinary Emergency Treatment and Specialties is a community based, veterinary specialty hospital serving referring veterinarians and their clients south and west of Boston, in Walpole, Massachusetts. Tufts VETS also serves as a teaching hospital for Cummings School of Veterinary Medicine, with a shared Emergency Critical Care residency program and elective clinical rotations for Cummings’ DVM students. Tufts VETS’ doctors and staff work in partnership with its referring veterinarians to provide compassionate, high quality specialty, emergency and critical care to their small animal patients. Tufts VETS’ 23 doctors and 50 staff work in a well-equipped, 15,000 square foot specialty hospital, convenient to Routes 1, 95, 495 and 128. | |
| **Job Summary** *(Summarize the positions key responsibilities)***:**  The Tufts VETS hospital director is the full charge medical and administrative leader responsible to ensure that the hospital provides high quality clinical care to veterinary patients, quality service to referring veterinarians and clients and enriching clinical learning opportunities for residents, interns and veterinary students, in a successful veterinary business model. | |
| **Essential Functions:** | |
| **Strategic and tactical planning**- Continually assess the hospital’s opportunities and challenges to advance the organization. | 10 % |
| **Business development**- Identify and pursue opportunities to build referring veterinarian and client relationships, leading to a growth in caseload from, and service to, those customers. | 20% |
| **Operational management**- Develop and implement strategic and tactical plans, provide oversight to day to day clinic operations, and develop systems to assess and improve progress toward hospital goals. | 20% |
| **Human resources management**- Working with Tufts VETS’ doctors and staff, build a positive work environment that is focused on delivering quality medicine, superior service and sustainable financial outcomes. Provide direct supervision to the operations manager, financial manager and veterinary specialists. | 20% |
| **Financial management**- Working with Tufts VETS’ board, doctors and staff, manage the hospital’s finances and business model to continued successful outcomes. | 10% |
| **Clinical and teaching duties**- May perform clinical work in candidate’s area of interest. Oversee training of residents, interns and DVM students within the practice. | 20% |
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| *This description is not intended to be all-inclusive. Employee may perform other duties as assigned to meet the ongoing needs of the organization.* | |
| **Minimum Required Experienc**e**, Education, Background, and Certifications/Licenses** (*Consider the education, experience, licenses, and technical or specialized skills required to perform this job.*)  -A DVM degree is required,.  -Five years of management, supervisory and leadership experience.  -Possess or eligible to obtain a Massachusetts veterinary license and DEA certificate.  -Competent with MS Office, email and internet.  -Familiar with veterinary practice management / medical records systems. | |
| **Additional Preferred Experience, Education, etc.** *(Consider preferred qualifications including additional education, experience, or other job related skills.)*  Specialty board certification preferred  -Evidence of successful, results oriented management and business development expertise.  -Highly developed communication and customer service skills.  -Proven ability to manage professional personnel effectively. | |
| ***An employee in this position must complete all appropriate background checks at the time of hire, promotion, or transfer.*** | |

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| Physical and Mental Requirements:  The Americans with Disabilities Act requires employers to make reasonable accommodations for a person with a disability. The information below is needed to assist the university in meeting these regulations.  Check all that apply:  ***Physical Demands:***   | ☒ Standing | ☐ Lifting |  | Lbs. | ☐ Pushing/Pulling | ☒ Driving | | --- | --- | --- | --- | --- | --- | | ☒ Walking | ☐ Carrying | | | ☒ Hearing | ☒ Speaking | | ☐ Reaching | ☒Writing | | | ☐Squatting/Kneeling | ☒ Seeing | | ☐ Climbing | ☐ Pushing | | |  | | | Other: Able to practice veterinary medicine in a small animal clinical setting. | | | | | |   ***Physical Environment:***   |  |  |  |  | | --- | --- | --- | --- | | ☒ Chemicals | ☒ Carcinogens | ☐ Dirt | ☒ Animal Tissue/Fluids | | ☒ Bio hazardous Mat. | ☐ Toxic Chemicals | ☒ Radiation |  | | Other: Conditions typical to a veterinary clinical setting. | | | |   ***Mental Demands:***   |  |  |  |  | | --- | --- | --- | --- | | ☒ Detailed Work | ☒ Reading | ☒ Periods of Concentrated Attention | | | ☒ Frequent Deadlines | ☒ Frequent Interruptions | ☒ Multiple Concurrent Tasks | ☒ Frequent Contact with People | | Other: Must be able to organize work, effectively manage people, diplomatically engage with upset clients. | | | |     ***Occupational Exposure:***   | ☐ Research/Lab Animals | ☒ Domestic Animals | ☐ Livestock/Horses | ☐ Wildlife | | --- | --- | --- | --- | | Other: | | | |  | **Working conditions** *(Consider exceptional working conditions, travel requirements, non-standard work schedule, occupational exposures, etc.****)*** | | --- | |

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| **University Mission:** Tufts is a student-centered research university dedicated to the creation and application of knowledge. We are committed to providing transformational experiences for students and faculty in an inclusive and collaborative environment where creative scholars generate bold ideas, innovate in the face of complex challenges and distinguish themselves as active citizens of the world. |
| **Tufts Competencies:** Tufts VETS competencies describe the knowledge, skills and behaviors required to effectively perform a job in the university:  **Expertise:** Requisite skills for the position; sharing of expertise; support of others in learning and skill building; pride in work; commitment to professional development.  **Interaction with Others:** Demonstrated communication skills; openness to different viewpoints; respect shown for others; collaboration on joint projects and decisions; ability to give and receive candid and helpful feedback.  **Continuous Improvement:** Measurable improvement made in systems or processes; system efficiency; innovation and creativity; commitment to generating new solutions and ideas.  **Customer Focus:** Attention to and focus on customer satisfaction; effective and appropriate relationships with customers; successfully anticipate and meet the needs of both internal and external customers.  **Resourcefulness and Results:** The ability to work effectively in a variety of situations; demonstrating good work habits, flexibility and initiative; using multiple resources to achieve desired results; seeking input and assessing risks when decision making; committing to getting things done.  **Leadership:** Model desired behavior for position; act as catalyst for change through positive energy. (For management positions refer to the Leadership Competency Model.) |

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| **Approver Name:** | **Title:** | **Date:** |