



## Job Description

**Title:** Medical Care Associate

**Department:** Operations, reporting to Lead Licensed Veterinary Technician with responsibility to the Admissions Supervisor

**Primary Function:** Medical Care Associates are responsible for providing The Five Freedoms to all of the animals in the care of MHHS. Medical Care Associates clean and feed pets who are in medical treatment or recovering from surgery, sanitizing kennels and living spaces in accordance with MHHS policies and procedures for disease management. This role is responsible for ensuring all animals receive necessary medication in a timely fashion. Medical Care Associates are the primary intake counsellors, working with the Admissions Supervisor evaluate candidates for MHHS' adoption program, providing medical and behavioral exams and vaccinations prior to intake.

### Essential Duties and Responsibilities

- Cleans and sanitizes kennels, cages, equipment, and exam rooms
- Maintains an up-to-date understanding of the relationship between animal health and sanitation, and follows established protocols
- Feeds, grooms, exercises (as appropriate) animals in treatment and/or recovering from surgery
- Provides physical therapy to animals following injury or orthopedic surgery
- Ensures all animals in the care of MHHS receive medication and preventatives in a timely fashion
- Provides medical support care including restraint during medical procedures
- Provides ongoing behavioral and medical feedback to the Director of Behavior and Enrichment and the Animal Logistics Manager
- Organizes and stocks treatment, surgery and recovery, and exam rooms
- Washes laundry throughout the day, folding and stocking the dry laundry
- Washes shelter dishes throughout the day
- Adheres to schedule of intake evaluations provided by the Admissions Supervisor
- Evaluates candidates for admission to the adoption program for behavioral and medical suitability
- Provides pre-intake vaccines and preventatives, and booster vaccines on intake
- Evaluates stray animals to determine whether they can be placed through our adoption program, bringing any medical or behavioral issues to the attention of appropriate staff
- Provides support to Admissions Supervisor at mobile wellness and intake events
- Follows safe handling practices at all times, working to learn as much as possible about animal body language
- Remains flexible in times of change
- Works well as part of a team, asking for and providing help freely

- Works with and provides training to volunteers throughout the facility, ensuring the volunteer is safely performing duties requiring animal handling
- Serves on Animal Response Team as needed
- Travel between MHHS campus locations and offsite locations as required
- Performs other duties as assigned

**Continuing Education**

- Continue upgrading skills and knowledge by attending seminars, workshops, and professional conferences, ensuring implementation of up-to-date best practices

**Qualifications**

- Excellent communication skills and a preference for team work
- Willingness to work in a variety of settings, including offices, outside, and in rural and urban settings
- Must be able to work evenings, weekends, and holidays
- Ability to use animal management software and Microsoft Office Suite
- Ability to work independently, self-motivated, and detail-oriented
- Valid New York State driver’s license

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position is regularly required to use hands and fingers, talk, and hear. The incumbent is frequently required to stand, walk, sit, reach with hands and arms, and stoop, kneel, or crouch. The position holder must be able to regularly lift and/or move up to 40 pounds.
- Specific vision abilities required for this position include close vision, distant vision, color vision, peripheral vision, depth perception, and ability to focus.
- While performing the duties of this job this position may be exposed to animal odors or airborne particles.
- The noise level in the work environment is usually moderate.
- Work will take place in a variety of environments including administrative offices, kennel areas, and outdoors in varied weather.

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Employee’s Signature

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Supervisor’s Signature

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Date