



Job Description – Regional Technical Development Coordinator

To apply go to: https://vca.wd1.myworkdayjobs.com/Careers/job/Sacramento-CA/Regional-Technician-Development-Coordinator_R-12835

Position Title:	Regional Technician Development Coordinator
Reports to:	Direct reporting to Regional Medical Director (RMD) and indirect reporting to Regional Operations Director (ROD)s
Position Overview	
<p>The Regional Technician Development Coordinator is dedicated to the quality care of all clients and their pets through the development of veterinary technicians and assistants. This is achieved by keeping VCA's mission, medical initiatives and standards in the forefront at all times, and empowering our technicians and assistants to do the same. The goal of this position will be to support the hospitals by developing and engaging current technical staffs through peer reviewed resources, build relationships with external tech schools and professional organizations to enhance the VCA image and attract potential new employees, and provide guidance for career advancement. They take direction from the Regional Medical Director and Regional Operation Directors.</p> <p>Primary focus will be to ensure that technicians have the training they need to support high quality medical care within our hospitals via the VCA Technician and Assistant Career Development Program and monthly regional training programs and development. Secondly, focus efforts on our Technician Supervisors development in Controlled Drug Policy, OSHA and safety standards and leadership abilities.</p>	
Responsibilities	
<p>1. RETENTION</p> <ul style="list-style-type: none"> a. Foster enthusiasm at the grass roots level for learning and career growth in all technical staff b. Encourage involvement in outside animal related causes to enhance job satisfaction c. Engage employees through recognition and motivation d. Help tech supervisors succeed and grow in their roles through mentorship and resources e. Provide a clear path and encourage career progression through VCA's tier system f. Provide mentorship and leadership training for technicians wishing to pursue a management path g. Follow-up with regional teams on actionable items as identified on behalf of the technical staff h. Connect technicians within a region and nationally to help them feel part of something bigger and realize that they have a voice at VCA <p>2. TRAINING/EDUCATION</p> <ul style="list-style-type: none"> a. Assess each hospital's needs for tech/assistant education and policy implementation in conjunction with the Regional Medical Director and VCA medical initiatives b. Develop/supplement relevant regional training tools such as Anesthesia Boot Camp, CPR certification, and Blood Banking Protocols for our specialty hospitals in conjunction with the Regional Medical Director and other specialists. c. Consult with hospitals to improve patient workflow and help doctors utilize and leverage their techs better in coordination with the RMD and RODs d. Work with regional leadership to understand group, regional, and individual hospital training needs e. Provide or organize opportunities for hands on training at hospitals on a variety of topics including: <ul style="list-style-type: none"> i. Patient care ii. Controlled drug policy implementation iii. Equipment utilization and maintenance 	



Animal Hospitals

Job Description – Regional Technical Development Coordinator

- iv. Safety policy, procedures and resources that are mandatory
- f. Deliver Technician Supervisor orientation
- g. Consult and collaborate with hospital teams on issues/daily struggles (schedules, balance)
- h. Provide guidance on how to onboard new technicians properly
- i. Establish schedule of hospital visit rotations to include all hospitals within the assigned regions
- j. Create shadowing opportunities at specialty hospitals or for special interests or training opportunities at other GP hospitals
- k. Mentor non-licensed assistants to become registered technicians and RVTs to become VTSs in appropriate cases.
- l. Encourage application for Penn Foster, VTNE and VTS scholarships
- m. Attend all Regional VCA CE and help with implementation
- n. Organize and/or deliver quarterly regional technician CE as a minimum
 - i. Provide training for consistent information throughout VCA
 - ii. Help mentor and grow team
- o. Attend appropriate regional and group field team meetings so as to maintain alignment with company, group, and regional initiatives

3. RECRUITING

- a. Assist with recruiting efforts at local career fairs, national conferences, and colleges
- b. Show internal and external techs a career path within VCA
- c. Advocate for and exemplify involvement in the community/industry to improve our reputation
- d. Participate in local, state, and national technician groups and meetings
- e. Attend local job fairs to promote Veterinary Technology as a career and VCA as the ideal place to develop and grow rather than stagnate – this is a career not a job
- f. Provide input on recruiting items or job boards that have proven to be successful

4. EXTERNSHIPS AND INTERNSHIPS

- a. Work with local colleges to promote externship sites
- b. Support the VCA national agreement for tech and assistant schools
- c. Strengthen relationships with local AVMA accredited Veterinary Technology programs
- d. Encourage participation at select hospitals in internship programs. Serve as resource to hospital teams to establish guidelines for interns and externs as needed
- e. Visit and educate interns in our hospitals about career options at VCA

5. REGULATORY COMPLIANCE

- a. Understand and assist with implementation and training of VCA Controlled Substance Policy
- b. Basic understanding of DEA, VMB, OSHA, and other state and federal regulations and ability to research and support with compliance issues as needed
- c. Maintain regional listing of all regulatory agency inspections at the hospitals within the region as well as a database of those inspection results in order to monitor for trends, share knowledge, and predict upcoming inspections.
- d. Along with VCA Risk & Safety and regional field management, assist with response to inspection corrections as needed.

Job Description – Regional Technical Development Coordinator

6. RESOURCE DEVELOPMENT

- a. Create collaborative training resources for technical staff in both GP and Specialty areas in conjunction with RMD
- b. Recruiting resources
- c. Online program resources
- d. Course development
- e. Wet lab organization templates
- f. Partner driven training opportunity
- g. Work with National Technician Development Manager, RMD, and RODs on consistent messaging, educational resources, organization of events and opportunities, recruiting initiatives and current opportunities for development for veterinary assistants and technicians.

Skills and Abilities

- 1. Strong communication skills;
- 2. Ability to educate various individuals of varying levels of skills and expertise;
- 3. Excellent time-management skills and the ability to handle multiple tasks/projects;
- 4. Ability to maintain composure in stressful and emergency situations;
- 5. Leadership skills
- 6. High Emotional Intelligence and have conflict resolution skills
- 7. Understanding of basic P&L and budgets;
- 8. Meticulous attention to detail;
- 9. Excellent interpersonal, problem-solving, collaborative and teamwork skills;
- 10. Takes initiative, works independently, exhibits decision-making skills, and, exercises good judgment;
- 11. Promote positive environment for learning and growth of veterinary technician and assistants in their region;
- 12. Demonstrates accountability and dependability;
- 13. Ability to build and maintain internal and external relationships with professionalism and integrity;
- 14. Exhibits a positive attitude while being courteous, diplomatic and discreet; and,
- 15. Maintains professionalism and confidentiality.
- 16. Under promise and over deliver.

Qualifications

Required:

1. Educational:

- a. High School Diploma; College Degree Preferred
- b. Fluent in English (Reading, Writing and Oral)
- c. Working knowledge of Microsoft Office, Windows platform, Excel, and Email
- d. Knowledge of WoofWare Preferred

2. Professional:

- a. 3 years minimum as Credentialed or Registered Veterinary Technician or Equivalent working in a specialty hospital environment
- b. Active licensing in California
- c. Participation in national or state technician associations
- d. VTS (Veterinary Technician Specialist) preferably in ER/CC, anesthesia, or dentistry

3. Physical:

- a. Able to support patients up to 50kg (110lb) and lift up to 20kg (44lb) with assistance, and,
- b. Willing and able to stand and crouch for long periods of time.
- c. Overnight travel (minimum 20 nights) and daily travel by car in the region



Job Description – Regional Technical Development Coordinator

- d. Location: Greater Sacramento area
- e. One weekend a month and 2 swing shifts a month minimum

Preferred:

1. Previous experience in supervisor or related position;
2. Experience with adult education
3. Experience with public speaking and presenting
4. College Education
5. Preference to current VCA staff who have shown their desire to work toward company goals

Working Conditions

In this environment, you may be exposed to the following: radiation, biohazardous substances, chemical hazards, potentially fractious patients, emotionally stressful situations, unpleasant odors, pet bites/ scratches, loud noises, animal feces, and, contagious diseases.

Tools and Resources

The Regional Technician will have access to the following: computer, telephone, fax, photocopier, and projector in order to perform the essential duties of the job.

Also offered are:

- 1) VCA Company Orientation
- 2) VCA Intranet, FETCH, WoofConnect, WOOFU
- 3) Leadership Training
- 4) Process Communication Training
- 5) Regulatory Training
- 6) Controlled substance policy training
- 7) OSHA/Safety Training
- 8) HR Orientation/Overview
- 9) Sexual Harassment Training
- 10) WoofWare training
- 11) Other technologies unique to VCA

This job description is intended to describe the general nature and level of work being performed by people assigned to this position. This is not to be construed as an exhaustive list of all the responsibilities, qualifications and skills required to perform this function. All employees may be required to upgrade their skills and qualifications by attending continuing education sessions. Employees may also be called upon to perform duties outside of their normal responsibilities from time to time and as required to meet ongoing organizational needs.

Employee Signature:

Date:

Practice:

To apply go to: https://vca.wd1.myworkdayjobs.com/Careers/job/Sacramento-CA/Regional-Technician-Development-Coordinator_R-12835