



Milbourn Equine

Clinical Lead

Job Description

Job Title: Clinical Lead

Responsible to: Clinical Director

Function: To work alongside the Clinical Director to dynamically lead the first opinion clinical team and drive business forward both clinically and commercially.
To perform the duties of a practicing vet working to high clinical standards, leading by example and be an excellent communicator. Please see Veterinary Surgeon Job Description for further details.

Linnaeus Company Profile:

Linnaeus Group is a vibrant, forward-thinking partnership of highly respected veterinary practices across the UK, comprising some of the best clinicians in the profession.

Linnaeus invest in quality practices who put patient care at the heart of everything they do. We are incredibly proud of each and every member of our diverse portfolio.

Our Vision is: 'To be recognised as the UK's leading veterinary group, committed to excellence in all that we do, delivered through high quality practices who share a common ethos.'

Our Values are: Leadership with Integrity | Learning and Innovation | Lifetime Commitment to Quality Care

Main Purpose and Goals

- Upholding the group and practice core values, setting the standards in all aspects of veterinary and client care and promoting a harmonious and positive culture amongst the team.
- Actively listen and provide constructive and honest feedback through formal appraisals and informal meetings.
- Build strong and lasting relationships with team members, giving equal respect for each other and working productively as a team.
- Show appreciation and praise where justified.

- Support the recruitment of talented individuals across the teams, bringing in and developing the best people who will enable sustained success, financially and operationally.
- Innovate and bring ideas forward for the development of the business.

Key Responsibilities:

- Perform the expected duties of a practicing vet as well as lead by example, practicing gold standard care at all times, taking a proactive approach to cases and prioritising outstanding client care.
- Oversee the support and mentoring of new vets to the Practice.
- Organise, collate, report and act on Practice clinical audits in compliance with current professional standards.
- Arrange and chair regular clinical discussion meetings for the Practice team of veterinary surgeons.
- Organise a programme of in-house training for Practice vets.
- Disseminate updated information and protocols from CPD, Pharmaceutical companies and equipment companies.
- Completion of CPD requirements in accordance with the current recommendations of the RCVS and the advice of the directors, dependent upon personal and practice CPD needs.
- Ensure that all team members follow your lead in building relationships with clients and deliver an outstanding level of care.
- Build relationships with the clients, demonstrate empathy and offer an excellent level of service.
- Ensure clients are kept informed appropriately on the status of their horse and associated costs.
- Work with the Clinical Director in investigating and resolving Client Complaints
- Attend and participate in regular meetings with senior team members to discuss practice performance.

Health and Safety

- Be fully aware of all Health and Safety issues and read all information supplied
- Support facilities and Health and Safety management and compliance for the group

The job description may be updated from time to time to reflect the on-going changes in office practice