Animal Protection Society of Durham

Job Title: Lead Medical Assistant	**Department:** Animal Well-being
Reports To: Director of Animal Well-Being	**FLSA: Hourly**
Employment Status: Full-time, $21-$24/hour	**Location:** APS, Durham NC

Position Summary:
The Lead Medical Assistants (two vacancies) are new roles, responsible for overseeing the daily operations of the medical department at APS, ensuring the delivery of high-quality veterinary care and support services for all animals in the shelter. This role works closely with the Director of Animal Wellbeing (Lead Veterinarian) to implement medical protocols, manage clinical workflows, and support population health strategies.

The Lead Medical Assistants lead (but do not directly supervise) veterinary technicians and assistants, ensuring structured and efficient operations, compliance with medical standards, and a collaborative, high-performing team environment that supports APS's lifesaving mission.

Schedules (**subject to change based on organizational/departmental needs)**

Position 1: Monday- Friday

Position 2: Tuesday- Saturday

Key Responsibilities:

- Medical Operations & Clinical Support
    - Oversee daily medical operations, ensuring efficient workflow within the clinic, treatment areas, and surgical spaces
    - Support veterinarians with exams, diagnostics, treatments, and surgical procedures
    - Ensure proper patient care, including monitoring, treatment plans, and follow-up care
    - Ensure compliance with vaccination protocols, preventative care, and routine treatments
- Surgical Support
    - Ensure proper pre-operative and post-operative care protocols are followed
    - Oversee surgical flow, including preparation, recovery, and patient tracking
    - Maintain surgical equipment and ensure proper sterilization and safety procedures
- Team Leadership & Staff Development
    - Lead daily operations, train, and mentor medical support staff (veterinary technicians, assistants)
    - Create schedules to ensure adequate coverage and operational efficiency
    - Provide ongoing coaching, performance feedback, and support staff development

    - Foster a positive, collaborative, and professional work environment
    - Lead team huddles/meetings to ensure smooth and effective communication
- Inventory & Supply Management
    - Monitor and maintain inventory of medical supplies, medications, and equipment
    - Coordinate ordering and cost-effective use of medical resources
- Recordkeeping & Compliance
    - Ensure accurate, timely, and compliant medical recordkeeping in shelter management systems
- Shelter Medicine & Population Health
    - Support disease prevention and control protocols, including sanitation and outbreak response
    - Collaborate with leadership on population management strategies to improve animal outcomes
    - Ensure humane care standards are consistently applied across all areas
    - Serve as a Certified Euthanasia Technician (CET), training provided
- Cross-Department Collaboration
    - Communicate medical updates clearly to relevant teams
    - Support training initiatives related to animal health, safety, and handling
    - Rotate weekly on-call responsibilities with emergency after-hours phone (stipend provided during on-call week)

Qualifications:

- Strong leadership and team management skills
- Excellent organizational and multitasking abilities in a fast-paced environment
- Strong communication skills with the ability to train and guide staff
- Knowledge of veterinary medical procedures, terminology, and best practices
- Ability to maintain composure and professionalism in high-stress situations
- Strong attention to detail and commitment to accuracy in medical documentation
- Familiarity with shelter medicine practices and standards preferred

Education and Experience:

- Associate's or Bachelor's degree in Veterinary Technology, Animal Science, or related field preferred
- Credentialed Veterinary Technician (CVT/RVT/LVT) strongly preferred
- Minimum of 2–4 years of experience in a veterinary clinic or animal shelter setting
- Previous supervisory or leadership experience preferred
- Experience in high-volume or shelter medicine environments highly desirable

Work Environment & Physical Requirements:

- Work is performed in a veterinary clinic and animal shelter environment
- Exposure to animals of varying sizes, temperaments, and medical conditions
- Exposure to cleaning chemicals, biological hazards, and zoonotic diseases
- Ability to lift and carry animals and equipment up to 50 pounds
- Frequent standing, walking, bending, and reaching
- Ability to work in a fast-paced, physically and emotionally demanding environment
- May require weekend, holiday, or extended hours based on operational needs

How to Apply:

Send resume and cover letter to Jennifer.west@apsofdurham.org

Equal Opportunity Statement:
APS of Durham is an equal opportunity employer. We are committed to creating an inclusive environment for all employees and interns and do not discriminate on the basis of race, color, religion, sex, national origin, age, disability, genetic information, sexual orientation, gender identity, veteran status, or any other protected status under applicable law.