

## CODE REQUIRED for CERTIFICATION OF the VET MANAGER

### PROFILE

- person graduated in veterinary medicine, TITLE of clinic, hospital or veterinary laboratory;
- a person graduated in veterinary medicine who DOES NOT possess a structure, but with direct expertise in veterinary medicine, obtained in outpatient clinics, clinics, hospitals or veterinary laboratories;
- person graduated in economic, business, managerial or similar subjects, but who has gained training experience in veterinary medicine at clinics, clinics, hospitals or veterinary laboratories.

### MINIMUM REQUIREMENTS

#### *STUDY TITLE*

Holding a master's degree in veterinary medicine or a degree in economics / business / management or similar affiliation.

N.B. - All titles recognized as equivalent to Italian ones are accepted, in accordance with current legal provisions. For people belonging to the European Union, technical support will be used in the mother tongue of the state of affiliation.

## *WORKING EXPERIENCE*

There is a need for documented continuing work experience:

- 1 year of experience as Vet Manager to enable you to acquire skills and skills on the following topics and 30 ECTS (European Credit Transfer System). Each ECTS equals approximately 25 hours of training. The program must therefore be approximate 750 hours.
- 1-year experience as Vet Manager to enable you to acquire skills and abilities on the topics specified below and a minimum of 80 hours of Qualified F.C.C. Overcoming the final test.

## *GENERAL COMPETENCIES [Basic and common skills for all activities in the field]*

- Business administration:
  - The company
  - The partnership
  - The sanitary system
  - The sanitary system and society
  - The sanitary system and operation management
  - The sanitary system and national consumption
  - The sanitary system and the european comparative
- Strategy and organization:
  - Small Veterinary clinics
  - Medium Veterinary clinics
  - Veterinary hospitals

- Accounting:
  - Financial situation
  - costs
  - Budget
  - Plan, programming, business plan
  
- HR:
  - Team management
  - Single management
  - Interviews management
  - Motivation and management of the working climate
  
- Project management:
  - Start up, innovation, renovation
  - HTA, PDTA
  - Risk management

## **COMMUNICATIVE, MANAGEMENT AND RELATIONAL CAPACITIES.**

- Demonstrate awareness of the role and activities associated with training and management of a healthcare facility
  
- Ability to plan and manage veterinary clinical activity to support healthcare management, I / R of all healthcare devices, frontoffice and back office activities; Organizing its planning and control activities, identifying effective and efficient tools and methods for achieving the objectives of the veterinary facility.
  
- Techniques for the effective management of the organization
  
- Language skills
  
- Interpersonal communication skills

## SKILLS

- Planning:
  - Analytical skills
  - Consumer insight
  - Ability to synthesize
  - Computer skills
  
- Knowledge of English (basic level)
  
- Output orientation:
  - Ability to set the correct priorities
  
- Motivation:
  - Ability to guide others
  - Leadership
  - Coaching (base level)
  - Empathy
  - Ability to work in teams
  
- Control:
  - Computer skills
  - Analytical and synthesis capabilities
  - Business Analysis Reporting and KPI's

## GENERAL KNOWLEDGE

- Knowledge of business economics
- Knowledge in clinical and surgical veterinary organization
- Knowledge in veterinary medicine prevention and prophylaxis
- Knowledge in quality certification
- Knowledge of work safety
- Knowledge of computer science
- Knowledge of English

## SPECIFIC KNOWLEDGE

- Interpretation of the scenario of the Italian veterinarian and analysis of today's data
- Analysis and comparison of specific national and European health environments
- Develop knowledge on accounting techniques and budget analysis
- Develop knowledge on cost analysis techniques
- Learn about the key methods of complex decision making, such as cost-decision techniques and strategic assessments
- SWOT analysis construction
- Structuring budget and reporting systems and activating and managing programming and control processes
- Evaluating technologies according to the Health Technology Assessment approach
- Manage the staff
- Building an effective business plan with strategic and managerial value
- Effectively communicate your service offerings
- Brand management
- Marketing and communication