

STREETVET

**Providing free
vet care for the
pets of those
experiencing
homelessness
across the UK**

**Recruitment
Pack**

**Clinical Case Coordinator
May 2026**





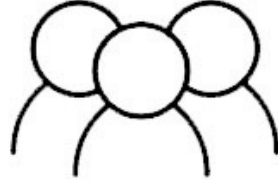
Job description

Key information



Job Title

Clinical Case Coordinator



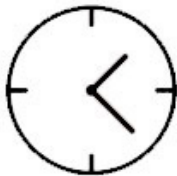
Reports to

Clinical Case Manager



Salary

£30,000 - £32,000
depending on
experience



Hours

37.5 hours
per week,
permenant



Holiday

25 days plus
bank holidays



Location

Home with
some UK
travel

Role description

The Clinical Case Coordinator will be responsible for day-to-day clinical case co-ordination.



Key responsibilities

- Responsible for the efficient and cost-effective management of day to day clinical case coordination operations.
- Work closely with the operations team to actively monitor Salesforce cases.
- Oversee and monitor case progress.
- Maintaining accurate clinical records on the patient management platform Provet.
- Requesting history from vet practices.
- Point of contact for external stakeholders (veterinary practices, boarding kennels, taxi firms, dog wardens) who are providing services.
- Identify and make recommendations for improvements to Provet and case management as required.
- Follow the StreetVet clinical protocols and ensure external stakeholders are working within recommended practice guidelines.
- Propose and support efficiency improvements.
- Negotiate estimates with regard to the supply of veterinary services relating to the general administration of StreetVet, ensuring value for money.
- Updating the directory of supporting partner practices in Salesforce.

General Responsibilities

- Safeguard the assets and reputation of StreetVet in all external communications.
- Recognise and accept responsibility for own personal development. Fully participate in the appraisal system and personal development planning process on a regular basis.
- Comply with StreetVet's standards of information governance, data security and protection, and documented systems and procedures.
- Work within the policy framework of StreetVet including code of conduct, maintaining confidentiality and safeguarding.
- To carry out any other duties as directed by the Senior Leadership Team in support of the charity's aims.
- Adhere to finance procedures and ensure that records of expenditure are maintained accordingly.
- Show a commitment to equal opportunities and working with diversity in all aspects of work.



What we are looking for

- Belief and commitment to the StreetVet Vision, Mission and Values.
- Veterinary nursing or veterinary background
- Experience of managing successful relationships with colleagues, volunteers and external partners and confident in providing advice and guidance to others around policy, procedure and good practice.
- Demonstrable experience of working successfully as part of a cross-disciplinary team, whilst also being able to work on own initiative.
- Demonstrable ability to communicate effectively when addressing a variety of audiences in person, on the phone and via email.
- Demonstrable ability to work in a fast-paced environment.
- Knowledge of and ability to comply with safeguarding procedures.
- IT literate and able to maintain and develop effective administration.
- Excellent organisational skills, including the ability to manage a high-volume workload and manage conflicting priorities.
- Significant experience of showing empathy and demonstrating resilience under pressure and dealing with at risk people and animals.
- Recognition and compliance with equality and diversity in the workplace.
- This is a remote working role, you will need to have an appropriate home office set up and be willing to travel to outreaches and events within the UK as required.

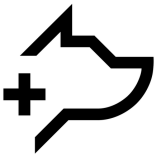


Personal Specifications

Essential

Experience of using a patient management system or CRM tool such as Provet or Salesforce	E
Experience of leading a day-to-day clinical liaison function	E
Educated to a degree level or equivalent in a relevant field eg. RVN, Veterinary Surgeon	E
Excellent organisational abilities with good attention-to-detail	E
Confident use of IT - including Microsoft Word, Excel, PowerPoint and Outlook and data management tools	E
Proactive with ability to work to own initiative, seeking approval where necessary	E
Excellent written skills with the ability to organise and present information clearly	E
Excellent interpersonal skills with the ability to interact with wide ranging and diverse stakeholders including other professionals and service users	E
A genuine commitment to equality, diversity and anti-discriminatory practice	E
Able to work flexibly, some evening/weekend/bank holiday work	E
Eligibility to work in the UK	E

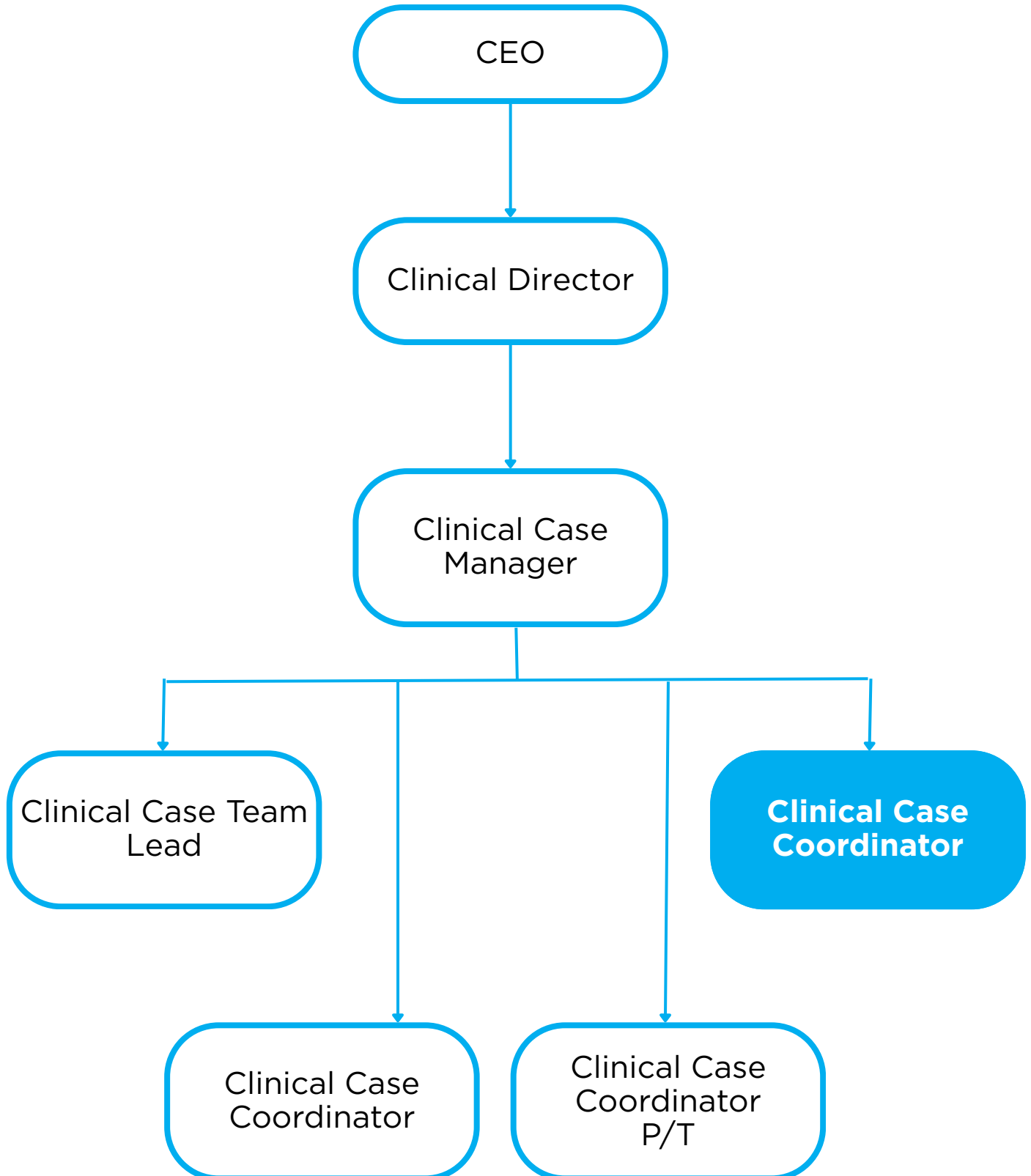
Desirable



Experience of working within a charity	D
Experience of developing a new project and procedures	D
Understanding of the basics of charity governance	D
Proficiency in monitoring and evaluation methodology, setting targets and measuring impact at project and organisational level	D
Ability to research, develop and update policies and procedures to meet the needs of the charity	D
Experience of working remotely	D



Your Position within the Team





Benefits

- 25 days of annual leave (pro rota) plus Bank Holidays. Increases by 1 day for every 3 years of service, up to 3 additional days.
- Access to Reward Hub for a wide range of discounts from retailers instore and online.
- Access to Blue Light discount card.
- Up to £1000 each year towards CPD and training of your choice, along with the 35 hours of CPD offered to our volunteers.
- Access to free training via the Battersea Academy.
- Annual team away days for team training and bonding.
- Time Off in Lieu offered when staff occasionally have to work evenings or weekends.
- Enhanced sickness policy.
- Optional health care plan.

Diversity and Inclusion

We are committed to providing a welcoming and inclusive experience for all staff, volunteers and trustees and those that hope to join us.

If you have any adjustment needs at the application or interview stage please let us know. If you are offered the role with us, we'll talk to you about any workplace adjustments you may need to help you to perform your best. Should you like to talk to us more about this please email info@streetvet.org.uk

Data protection

- Data Protection and regulations like GDPR is a crucial part of all StreetVet staff's role.
- You must be aware of and comply with all StreetVet's GDPR procedures and policies relevant to your business role.
- Be responsible for reporting any actual or potential security breaches you become aware of.
- Take responsibility for data protection compliance within the Clinical team alongside other team members.
- Contribute to risk assessments where required.
- Actively promote compliance to other members of staff and the volunteers.



Acceptable use of AI

At StreetVet, we value expertise. We recognise each candidate that applies to us will have a range of expertise they can offer us, so we want to hear about this in your own words.

We understand the support that generative artificial intelligence (AI) software can offer but it can also lead to applications presenting as generic and impersonal. This makes it difficult to gain an understanding of your unique experience.

To best showcase yourself, we encourage you to write your responses without the assistance of AI. If you require the use of AI software to aid in completing your application, we ask you use the generative responses as a prompt for writing your answers and avoid copying and pasting. You must also ensure information presented in your application accurately reflects your experience.

If you are successful to the interview stage of the recruitment process, we ask that you follow the below guidelines on the use of AI at interview stages:

Acceptable use:

- Researching sector trends, company information, or general interview tips.
- Practicing interview questions with AI tools to improve communication skills.
- Using AI to support with structuring your responses.

Please do not:

- Submit AI-generated responses as your own during the interview.
- Use AI to impersonate or misrepresent your experience or skills.
- Use AI tools during real-time interviews.

Application Process



Application Deadline

23:59 01/06/2026



Interview Date

W/C 15/06/2026

Submit your application - CV & cover letter to ros.inclendon-webber@streetvet.org.uk

After the closing date, hiring manager screens applications

If you are unsuccessful you will be informed via email

If you are shortlisted for an initial interview, you will be invited to a 30 minute phone call

Phone Interview

Formal Interview/Assessment

If you are successful, you will be contacted and offered the role.

2nd Round Interview

If you are unsuccessful you will be informed via email. You may request interview feedback.

We will start your onboarding process, including checking references.

Please let us know if you require any reasonable adjustments during the interviewing process.



**Help
us to
help
them.**

“ It’s a bright cold day in April and the clock is striking one. At the foot of Brighton’s iconic clock tower a small table is being erected.

Frenzied Sunday shoppers scurry past. Bleary-eyed party-goers stumble unknowingly through our imaginary consulting room. The soup is ready and the stethoscopes are out. This is StreetVet...

“ They don’t just save the animal, they save the owner too and I can never say ‘Thank You’ enough for that.
Andy and Bailey



STREETVET

www.streetvet.org.uk
info@streetvet.org.uk

Registered Charity 1181527
(England & Wales)
Registered Charity SC052940
(Scotland)

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RP JD 01/26