

Smooth Operating Vets

Dr. Jocelyn Birch Baker is the Founder of Smooth Operating Vets and owner of High Street Veterinary Surgery in Central Queensland.

Jocelyn has experienced many areas of the vet profession throughout her career, from locum work to mixed and small animal clinics. She has also held positions on National and State Boards and Committees.

She has also taken time out of her career to raise children. This experience of working while primary carer for her family and now, on the other side, the employer of working mothers, Jocelyn, can see that cultures and work practices need to change.

Jocelyn has recognized that most vets and veterinary nurses graduating and practicing are women. 80% of graduates are now women, and women have a different career structure than previous generations of veterinarians. So, Jocelyn has developed High Street Veterinary Surgery to accommodate these changes and has a thriving, profitable practice.

The profession needs to recognize this change of demographics in our profession and start developing new ways of recruiting and retaining vets and nurses in the future. The culture and work systems of veterinary practices need to change, and this would benefit everyone. Women are likely to take career breaks to be the primary carer for their families. Often the opportunity to return to work as part-time or casual is not available.

These women bring experience, dedication, and knowledge to the practice. They have excellent time management skills and are keen to mentor and upskill new team members. So vet practices need to have pathways to invite them back into practice.

With the lack of veterinarians in Australia, we need to be looking at vets who are available but are locked out of our old traditional systems. Smooth Operating Vets provides pathways to reengage these vets and reduce the stress and overwork that the lack of available vets is causing. We all know the issues and repercussions of not having enough team members, let's find solutions.

Smooth Operating Vets is about creating mother-friendly practices, and High Street Veterinary Surgery personifies this. We have 6 vets, 5 are mothers and are part-time. We have 19 team members, and of these, 5 are full-time employees.

High Street Veterinary Surgery is a thriving, profitable practice, and here we test and trial ideas and develop procedures to make them work for everyone. Jocelyn has hands-on, day-to-day experience in today's veterinary marketplace. She understands the complexities of running a profitable practice while still having a relaxed lifestyle for herself and every team member.

Smooth Operating Vets works with veterinary business owners who are struggling to recruit and retain great veterinarians.



When we have meetings, everyone is invited, especially the babies.

We can work with you to establish a business in which the owners and team members will achieve their lifestyle, business, and financial goals.

For further information or to have a chat with Jocelyn, go to www.smoothoperatingvets.com/ or email director@smoothoperatingvets.com

You can also connect with Jocelyn on the [Smooth Operating Vets Facebook page](#)

Published on behalf of Smooth Operating Vets



Creating mother friendly vet practices that work!



Three of our vet mums, they now have seven children between them!