

## BREASTSCREEN VICTORIA INC POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>Radiographer, Mobile Screening Service</b>
<b>REPORTS TO:</b>	<b>Mobile Screening Service Manager</b>
<b>EMPLOYMENT BASIS:</b>	<b>FULL TIME, PART TIME or other by negotiation</b>
<b>EMPLOYMENT STATUS:</b>	<b>ONGOING or CONTRACT</b>
<b>REMUNERATION:</b>	<b>Level 6</b>
<b>DATE REVIEWED:</b>	<b>September 2017</b>

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### 1. Organisational Context

BreastScreen Victoria (BSV) is part of a national breast cancer screening program inviting women aged 50 and over free screening mammograms every two years. BreastScreen Victoria aims to reduce deaths from breast cancer through early detection of the disease.

Jointly funded by the Victorian State Government and the Commonwealth Government, BreastScreen Victoria comprises a state-wide network of eight screening and assessment centres, 39 fixed screening locations and 30 mobile screening locations, conducting over 240,000 screening mammograms annually.

BreastScreen Victoria is made up of two components: the BreastScreen Victoria Coordination Unit (BCU) and the Screening and Assessment Services. BCU is an independently incorporated association which administers funding for the Screening and Reading and Assessment Services, manages the centralised appointment registry, coordinates the Mobile Screening Service, manages client screening and assessment data, develops and reviews program policy, monitors service provision, coordinates special projects and supports state-wide recruitment. BCU is managed by the Chief Executive Officer who is accountable to a ministerial-appointed Board of Management.

### 2. BSV Values

- Client focus - women's health is our primary focus
- Quality - we pursue excellence
- Partnerships - we work with our partners to achieve our mission
- Flexibility - we are innovative and creative
- Efficiency - we make best use of resources
- Transparency – we are forthright and accountable.

### 3. BSV Key Result Areas (2014 -2018 Strategic Plan)

	<i>Key Result Area</i>	<i>Purpose</i>
KRA 1	Quality	Provide a high quality service
KRA 2	Business Sustainability	Ensure a sustainable business model
KRA 3	Workforce Development	Provide clinical and non-clinical workforce to meet service delivery and coordination requirements
KRA 4	Relationships	Profile BSV as an authority on breast cancer screening
KRA 5	Future Ready	BSV on the forefront of changes in technology, government policy and research in breast cancer screening
KRA 6	Client Centre Care	Client needs are the driving business force
KRA 7	Participation	Compliance with National Accreditation Standards (NAS) (70% of target age group attended screening) 70% of ATSI/CALD women in target age group attend screening

### 4. Team Overview

The Operations Unit encompasses four Program support units and the Mobile Screening Service. The Program support units incorporate:

- Service Delivery (including Registry and Appointment Scheduling) - planning service delivery to meet Program objectives
- Contact Centre – inbound and outbound calls and centralised mail room.
- Information Services- data and information management functions
- Mobile Screening Service – coordination of all mobile screening activity

The Mobile Screening Service (MSS) provides free mammograms to women in rural and remote areas of Victoria. There are two mobile vans named MARJORIE and NINA and they are staffed with Radiographers and/or Mammographic Technologists who travel to each site with the vans. The MSS is coordinated by the MSS Manager from BCU, who manages staffing, operations and logistics remotely. The MSS Manager works closely with a Health Promotions Officers providing promotions and recruitment of women to the service.

## 5. Role Objective

In conjunction with one other Radiographer, Mammographic Technologist, receptionist, or alone as required, be responsible for the efficient operation of a mobile mammography screening service that includes the attainment of high standards of mammography quality and client support, as well as care and maintenance of on board equipment.

Support BSV's strategic plan providing effective client centric care to all women; supporting the growth of participation rates across Victoria. Through exceptional communication and employment of active listening, provide respectful care addressing the individual women's culture, beliefs, values, anxiety and personal characteristics.

Support a sustainable business model; perform to achieve target and budget on time and to schedule. Identify any continuous improvement opportunities or potential risks, relative to processes, policies or technologies, which may impact on the MSS and/or staff.

Comply with NAS, safety, quality and professional certification requirements at all times as relative to both screening processes and equipment. Work cooperatively with the Reading and Assessment Service (RAS) and BSV staff to facilitate ongoing improvement to service quality.

The role will be required to provide support to other services, either remote or specifically nominated site/s.

## 6. Level of Supervision and Independence

The Mobile Screening Service operates in various locations throughout regional Victoria as required by BreastScreen Victoria. The van locations are managed by the MSS Manager at BCU, typically with 2 staff allocated to each van working autonomously

Radiographers receive management support via regular telephone contact and onsite visits as provided by the MSS Manager, Director Operations, Statewide Radiographer and other BSV staff. Radiographers can be required to practice in isolation from other professionals within their area of expertise and are expected to be competent in the role and require no direct supervision whilst performing in the role.

It is expected that the MSS Radiographers will work effectively both autonomously and within a team. This team may include but is not limited to Mammographic Technologists, Receptionists and Health Promotion Officers. This role may involve monitoring and coaching others in the team with less experience, and providing advice and support relative to business systems, processes and (at times) complex operation of equipment and/or computers.

It is expected that the incumbent has the capacity to resolve problems that require a degree of original and independent thinking and may be required to handle difficult work situations with the necessary skills to produce effective outcomes for BSV.

The employee must be able to work collaboratively with colleagues at all levels of the organisation. Well-developed interpersonal and negotiating skills, excellent communication abilities and a high degree of personal accountability are essential for the role.

Professional skills, knowledge and a proficiency in a specialised field gained through formal qualifications and experience, is required to perform in the role effectively and to assist in providing technical advice to others

## 7. Key Behaviours

BreastScreen Victoria provides positive guidelines around key behaviours and values to ensure the work of all employees is effective, respectful and contributes to the positive culture of our organisation. Adherence to the BSV Performance Behaviours Dictionary, Code of Conduct and other relevant organisational policies and procedures is an ongoing requirement of the role.

## 8. Key Responsibilities - Include but not limited to:

Key Responsibility	KRA	Measurable Outcomes (examples)
<p>1) <b>Client Centric Care</b></p> <p>Provide Client Centric care to all women at each contact point</p> <ul style="list-style-type: none"> <li>i. Show consideration of client concerns/anxiety. Inform women of what to expect, request client to notify radiographer if experiencing any pain and ensure client is aware of their right to stop screening at any stage.</li> <li>ii. Create a caring and empathetic environment for all clients</li> <li>iii. Communicate in a constructive and diplomatic way</li> <li>iv. Contribute to positive promotion of MSS in local areas in both daily activities and as requested</li> <li>v. Client contact as requested</li> </ul>	<p>6 Client Centric Care</p>	<ul style="list-style-type: none"> <li>i. MSS outcomes reviewed; items for further review and discussion provided to MSS staff as appropriate.</li> <li>ii. Positive client feedback; BSV Client Assessment survey results reflect MSS client experience aligns with BSV values and expectations</li> </ul>

<p><b>2) Clinical Requirements</b></p> <ul style="list-style-type: none"> <li>i. Mammography screening <ul style="list-style-type: none"> <li>a. Perform screening mammograms as per daily schedule</li> <li>b. Focus on high quality images in accordance with NAS</li> </ul> </li> <li>ii. As an experienced Radiographer provide clinical supervision (indirect or direct) of any clinical staff with less experience, providing advice and support relative to; business systems, processes, policies and (at times) complex operation of equipment and/or computers</li> </ul>	<p>1 Quality 6 Client Centric Care</p>	<ul style="list-style-type: none"> <li>i. Examinations are performed efficiently and with care. All images identify the correct client and include any relevant client notes.</li> <li>ii. Respond in a prompt and appropriate manner to any quality issues raised by the RAS.</li> <li>iii. Relevant NAS Standards and timelines are met.</li> <li>iv. Image Quality Review (50%) requirements are met or exceeded.</li> <li>v. Radiation Safety procedures are correctly followed.</li> <li>vi. Occupational Health and Safety procedures are correctly followed.</li> <li>vii. All new staff feel supported and confident in their new role.</li> </ul>
<p><b>3) Reception and data management</b></p> <ul style="list-style-type: none"> <li>i. Perform reception duties including greeting clients, data entry, assist with form completion and answering queries to ensure women feel comfortable and informed of the processes.</li> <li>ii. Present a polite and sincere manner, be mindful of people's disposition and appreciate the impact emotions may have on people's manner</li> <li>iii. As relative to the Reception &amp; Data role, monitor and coach others with less experience, providing advice and support relative to; data accuracy, business systems, processes, policies and (at times) complex operation of equipment and/or computers</li> </ul>	<p>1 Quality 6 Client Centric Care</p>	<ul style="list-style-type: none"> <li>i. All data is accurately entered and assigned to the correct client, achieving 99% Data Quality Assurance</li> <li>ii. Data entry is complete in a timely manner.</li> <li>iii. Positive client feedback; BSV Client Assessment survey results reflect MSS client experience aligns with BSV values and expectations.</li> <li>iv. All new staff feel supported and confident in their new role.</li> </ul>
<p><b>4) Equipment care and QA</b></p> <ul style="list-style-type: none"> <li>i. Perform all routine QA procedures, including those specified in the NAS, in accordance with the manufacturer's instructions and service procedures manuals.</li> <li>ii. Immediate notification of equipment faults to key personnel and resolution assistance</li> </ul>	<p>2 Business Sustainability</p>	<ul style="list-style-type: none"> <li>i. All Quality Assurance records are retained and maintained timely and accurately.</li> <li>ii. Equipment is maintained in line with procedures; company guidelines and relevant NAS requirements.</li> <li>iii. Efficient notification and recording of equipment faults to key personnel.</li> </ul>

<p>5) <b>Van operations</b></p> <ul style="list-style-type: none"> <li>i. Assist with set-up and pack-down of the van.</li> <li>ii. Provide support to colleagues and clients to assist in ensuring the success of the Mobile Screening Service program.</li> <li>iii. Assist with new staff orientation (including Locums) of MSS and related procedures and protocols</li> <li>iv. Provide logistical support and oversight when requested</li> </ul>	<p>2 Business Sustainability</p>	<ul style="list-style-type: none"> <li>i. Smooth &amp; timely transition between screening sites.</li> <li>ii. New staff orientated to all aspects of the van procedures so they can fulfil the position successfully.</li> <li>iii. Complete operational tasks as requested.</li> </ul>
<p>6) <b>Professional Development</b> Undertake continuous professional development to ensure compliance with NAS and provision of a high quality screening service.</p>	<p>3 Workforce development</p>	<ul style="list-style-type: none"> <li>i. Met professional development requirements specified by Australian Health Practitioner Regulation Agency (AHPRA) and/or as specified in BSV policy</li> <li>ii. Attend 1 full day Assessment Clinic annually.</li> <li>iii. Attend all team meetings.</li> <li>iv. Attend Education Meetings when required</li> <li>v. Ensure professional registration standards are met and maintained, providing evidence of this each year upon renewal</li> <li>vi. Maintain current radiography licence.</li> </ul>
<p>7) Other duties as required from time to time to grow and develop the MSS client base and support the expected outcomes of the MSS visit.</p>		

## 9. Key Selection Criteria

Academic Qualifications	
ESSENTIAL	DESIRABLE
Tertiary qualifications acceptable to the Professional Accreditation and Education Board of the Australian Society of Medical Imaging and Radiation Therapy (ASMIRT)	
Registration from the Medical Radiation Practice Board of Australia to practice in the state of Victoria in accordance with the Health (Medical Radiation Technologists)	

Regulations of 1997. Supported through AHPRA	
Certificate of Clinical Proficiency in Mammography (CCPM) or working towards same (maximum 6 months to complete if not previously held). Renewal required every 3 years.	
Current Radiation User License from Department of Health	

<b>Technical abilities &amp; skills</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Previous experience working in mammography	Hologic platform experience
	MS Outlook
	Current Victorian driver's license

<b>Personal Abilities &amp; Behaviours</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Well-developed interpersonal skills and able to communicate with women from diverse backgrounds in a courteous and effective manner	
Reliable, self-motivated, flexible and demonstrates integrity.	
A positive 'can do' attitude. Adaptable and receptive to change.	
Able to work cooperatively and effectively within a team environment, able to provide and accept feedback in a constructive manner.	
Able to navigate internal and external systems and processes remotely, identifying and actioning issues for escalation efficiently	

## 10. Relationships

<b>INTERNAL</b>	<b>EXTERNAL</b>
MSS Manager	Clients
Statewide Radiographer	Local communities
Other MSS Radiographers	Designated RAS Radiographers
Health Promotion Officers	Program Managers
Media and Communications staff	Data Managers
BSV Executives	Various service contractors
Service Delivery Team	
Information, Communications and Technology team	
Reading and Assessment Centre staff	

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Name: \_\_\_\_\_