

Position Description

POSITION TITLE:	Client Services Administration Officer
REPORTS TO:	Client Services and Program Manager
EMPLOYMENT TYPE/STATUS:	Full-time
EMPLOYMENT STATUS:	Ongoing
CLASSIFICATION:	Level 3
DATE REVIEWED:	July 2022

Team Overview

The Client Services Unit has direct responsibility for the following support units:

The **Client Services** team manages interaction with clients through the functions of telephone bookings, invitations, client support and capacity management.

The team:

- works with screening clinics to ensure adequate appointment slots are available to meet client demands.
- works closely with the Communications and Client Recruitment, Information Technology and Information Services teams to manage capacity across the state of Victoria
- is responsible for all telephone interactions with the clients including inbound and outbound calls, supporting recruitment activity and cancellations of appointments
- invitations and communications to clients including routine and miscellaneous communications (email, SMS and letter)
- administrative client support functions such as processing duplicate records, return to sender communications, image sharing requests, management of the mailroom function and general enquiries
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The **Administration** team has responsibility for providing administrative support across various activities including strategic overview, risk management, stakeholder management, clinical governance, partnering with services to drive quality improvement, monitoring of service performance to KPIs, supporting services with state wide and site specific issues,

management of the state wide Feedback, Compliments and Complaints process and target setting.

The Client Services team is also responsible for the day to day operational co-ordination of the two **Mobile Screening Service vans**. The service travels to a multitude of locations around the state to ensure rural and regional women have easy access to a service close to home.

Clinical governance and workforce include providing leadership and advice to BSV services (including Screening Services and Reading and Assessment Services and the Coordination Unit) to ensure routine delivery of quality service. The team does this in the context of the BSV Quality Management and Risk Management Frameworks and the BreastScreen Australia National Accreditation Standards.

Role Objective

The Client Services Administrator will facilitate BSV's quality management processes and will provide coordination and support for the Client Services team more broadly.

This includes coordination of meetings, preparation of meeting papers and reports, providing support to senior team members and administrative support to the team. Project administration activities will also be part of the support provided by this role.

The role requires proactive engagement with stakeholders in a collaborative and professional manner.

The role covers a wide range of activities, from hands-on, day to day support through participation in major projects.

Key Responsibilities – Include but not limited to:

	Key Responsibility	Key outcomes (n/a until appointed)
1	Coordinate Client Contact team and Service Support meetings, prepare meeting agendas, papers and reports, take minutes and track actions and other staff events as required	
2	Coordinate and minute Radiography Q Group Committee meeting	
3	Support the smooth running of the Client Services team including provision of confidential support to the Client Services Program Manager and Client Contact Centre Manager	
4	Undertake administrative support functions as assigned by the Client Services Program Manager and the Client Contact Centre Manager	
5	Support project activities, including updating of project plans and actions; assist with the establishment of the project documents and processes.	
6	Contribute to the maintenance of Standard Operating Procedures (SOPs)	
7	Maintain Client Contact Centre Information Resource Tool (HUB)	
8	Maintain Client Services Internal Intranet Pages (CLARA)	
9	Provide ad-hoc support to the Executive Assistant to the Director Client Services	
10	Provide ad-hoc support to the State Radiographer	
11	Provide ad-hoc support to the Manager Quality & Accreditation	
12	Other duties as required	

Level of Supervision and Independence

Reporting to the Client Services and Program Manager the Client Services Administrator has no direct reports.

As a level 3 employee, as per the BSV Enterprise Agreement, it is expected that the incumbent will work under limited supervision either individually or in a team and set priorities jointly with their manager. The employee will be required to set individual work area objectives in line with their understanding of relevant business systems and processes.

The employee will be required to use their knowledge of BSV policies and procedures to guide problem solving and assist in independent decision making, and to contribute to the development and achievement of BSV objectives. The ability to identify, gather, analyse and apply information to achieve goals and to present information in a way that is understandable to an audience that identifies options and recommends appropriate action is required within this role, as is the ability to initiate improvements to procedures within the work area.

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.

Key Selection Criteria

Academic Qualifications	
ESSENTIAL	DESIRABLE
	Relevant qualifications in business administration, project management, change management or similar.

Technical Abilities & Skills	
ESSENTIAL	DESIRABLE
Solid experience in coordinating multiple sets of senior level committee meetings	Exposure to quality accreditation and/or audit processes.
Experience in all aspects of meeting preparation including drafting agendas, taking minutes, preparing papers and reports, tracking action lists, coordinating others to prepare papers within required timeframes	Experience in supporting organisation-wide change projects, particularly in client-focused or patient-centred care.
Ability to process and present reports, tables, presentations and tracking documents (advanced Word/PowerPoint and editing skills)	Experience working in the health sector
Ability to accurately collate and present data; includes preparation of graphs and tables (Excel skills and strong numeracy required)	Experience working in a structured project environment and/or supporting organisation-wide change projects, arranging meetings and workshops, maintaining project plans, status reports, issues and risk registers.
Experience working in a busy environment, resolving conflicting work priorities, meetings and deadlines	
Experience in executive support/administration including diary management, coordinating follow-up of actions etc.	
High level of accuracy, a keen eye for detail, precise language and professional presentation	

Personal Abilities & Behaviours	
ESSENTIAL	DESIRABLE
Well-developed written communication and interpersonal skills	
Ability to work effectively within a multi-disciplinary team environment	

Relationships

INTERNAL	EXTERNAL
Members of Client Services Unit	Staff from BreastScreen service providers who participate in regular meetings
Board members and members of the Executive Management Team	Clients and consumer representative
Other staff in the BreastScreen Coordination Unit, particularly administrative staff	

Diversity & Inclusion

We are committed to promoting diversity, inclusivity and accessibility within our workplace, and encourage people from diverse communities and backgrounds to apply for roles at BreastScreen Victoria. This includes (but is not limited to): people from culturally and linguistically diverse backgrounds; LGBTI communities; Aboriginal and Torres Strait Islander people; and people living with disability.

BreastScreen Victoria have a number of policies, procedures and systems that promote inclusive behaviour throughout our workforce. They are all key indicators for successful performance in this role.

About BreastScreen Victoria

Our Program

BreastScreen Victoria reduces the impact of breast cancer and saves lives through early detection. We are a population screening program, which means we offer our service to the eligible group in the community proven to benefit most from breast screening.

Breast screening is known to be most effective by reducing breast cancer deaths and the impact of treatment among women in the 50-74 age group. The uptake of the program has led to better health outcomes and a reduction of the disease in Victoria and across Australia.



The target population is women* (including trans women, trans men and non-binary people who fit the eligibility criteria).

50-74

Breast screening is targeted to women aged 50-74 (where the evidence of benefit is strongest), but is available to women over 40.

2 YRS

A breast screen is recommended every two years, or annually for some clients identified by BreastScreen.



Where the breast screen shows indications of breast cancer, further tests (assessment) are undertaken.



BreastScreen is not a program for women with breast symptoms.

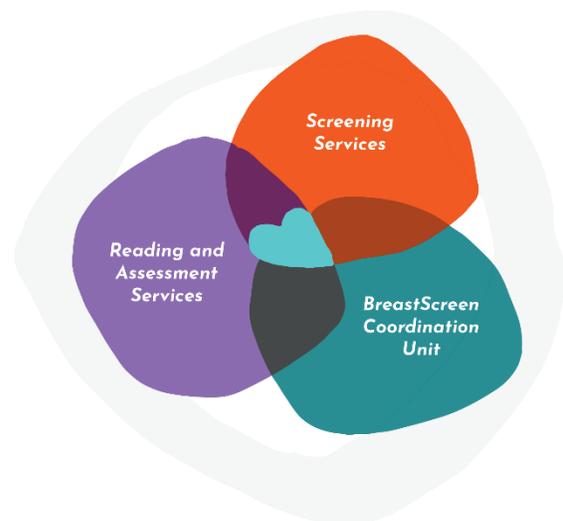
These women should see their doctor, who may request a diagnostic mammogram. This is supported by Medicare and not part of the BreastScreen program.

Our Services

At each of our 43 Screening Services, eight Reading and Assessment Services, two mobile screening vans and at the BreastScreen Coordination Unit—we work together as **One BreastScreen Victoria Team** to put clients at the heart of the work we do to reduce the impact of breast cancer and save lives through early detection.

BreastScreen Victoria is committed to ensuring our services are inclusive and accessible to all eligible Victorians. This means understanding and addressing the barriers that can stop certain communities from accessing breast screening.

We run targeted programs to increase breast screening in eligible Victorians who are Aboriginal and Torres Strait Islander, culturally and



linguistically diverse, sexuality and gender diverse, have a disability, from low socio-economic areas and from remote and rural areas.

Delivering and improving our service is made possible through consumer engagement and client feedback. We gather feedback through surveys, focus groups, behavioural research and meaningful conversations with our Consumer Network.

We are contracted by the Victorian Department of Health to deliver breast screening in Victoria as part of the national breast cancer screening program, BreastScreen Australia (BSA), funded jointly by the Australian State and Territory Governments.

Strategic Plan 2021-2025

Our clients are at the heart of everything we do. Working as one team with our network of services and dedicated staff we draw on client feedback to provide high-quality and inclusive care.

Through our Screening clinics, Reading and Assessment Services, Mobile Screening vans and BreastScreen Coordination Unit we aim to reduce the impact of breast cancer and save lives through early detection. BreastScreen Victoria's purpose and focus areas are set out in our Strategic Plan 2021-2025:

STRATEGIC PLAN 2021-2025

Our Purpose *As a population screening program BreastScreen Victoria reduces the impact of breast cancer and saves lives through early detection. Working as one team with our network of services and dedicated staff we draw on client feedback to provide high quality and inclusive care.*

1 Client First
Clients come first in everything we do and we seek their contribution to the planning and delivery of a service that delivers a high-quality experience.

GOALS

- 1.1 Our clients are satisfied with the service they experience at BreastScreen Victoria and continue to return to screen.
- 1.2 There are a broad range of opportunities throughout our network of services for consumers and clients to contribute feedback that informs our work.
- 1.3 Consumers and clients are actively engaged in the development and design of our programs and services.
- 1.4 We contribute to research that leads to improvements to the breast screening model.

2 One BreastScreen Victoria Team
Our Screening Services, Reading and Assessment Services and BreastScreen Coordination Unit work as one, cohesive and integrated team with a shared vision and purpose focused on delivering the best possible health outcomes.

GOALS

- 2.1 There is an alignment of values and purpose across the BreastScreen Coordination Unit, Screening Services, Reading and Assessment Services and all those involved in providing our service.
- 2.2 Our workforce is engaged and shares knowledge across all parts of our service.
- 2.3 BreastScreen Victoria is a place where people want to work—this includes our Screening Services, Reading and Assessment Services and the BreastScreen Coordination Unit.
- 2.4 We collaborate and have smart ways of working across all aspects of BreastScreen Victoria.

3 A High Quality Service
Continuous quality improvement is central to our work, ensuring the delivery of high-quality and evidence-based services that meet the needs of our clients throughout their experience with our service.

GOALS

- 3.1 BreastScreen Victoria delivers a high-quality and effective service in line with National Accreditation Standards.
- 3.2 We have systems in place to share information and to drive quality improvement.
- 3.3 We collect and use the data and evidence required to continuously improve our service and the way we work.
- 3.4 We have reliable and effective technology in place across all aspects of our service.

4 Supporting Diversity and Inclusion
We support diverse communities who may be less likely to come to BreastScreen so they can understand the importance of screening and improve their access to a culturally safe and inclusive service.

GOALS

- 4.1 We gather evidence to understand the experiences of diverse consumers and clients.
- 4.2 BreastScreen Victoria is an inclusive service that is culturally safe and accessible to all consumers and clients.
- 4.3 Our diverse community understands the importance of population based breast screening.
- 4.4 We collaborate with partner organisations to help us reach and engage diverse community groups.

FOCUS AREAS

Understanding and acceptance of Position Description

Employee Signature: _____ Date: _____

Employee Name: _____

Manager Signature: _____ Date: _____

Manager Name: _____