

Position Description

POSITION TITLE:	Aboriginal Community Engagement Officer
REPORTS TO:	COMMUNITY ENGAGEMENT COORDINATOR
EMPLOYMENT BASIS:	FULL TIME, (0.8 PART TIME OPTION)
EMPLOYMENT STATUS:	ONGOING
CLASSIFICATION:	Level 4
DATE REVIEWED:	January 2024

In line with special measure provisions in Section 12 of the Victorian Equal Opportunity Act (2010) BSV will only be accepting applications for these positions from people who identify as Aboriginal and/or Torres Strait Islander.

Team Overview

The Communication and Client Engagement Team is based in Carlton at the BreastScreen Coordination Unit. Its main function is to engage eligible women to actively participate in the BreastScreen program. This includes trans women, and trans men and gender diverse people who fit the eligibility criteria. The team does this by managing client invitations, bookings, communications and community engagement with the following objectives:

- Book clients into breast screen appointments
- Increase the number of eligible Victorians participating in the program
- Achieve equitable participation for priority groups
- Strengthen understanding of population breast screening among healthcare and industry professionals
- Build awareness of the BreastScreen program in the community
- Facilitate a united One BreastScreen Team that connects purposefully, collaboratively and cohesively.

The team is made up of three areas: Consumer and Community Engagement, Client Contact and Communications.

Key responsibilities of the Communication and Client Engagement Team include:

- Direct communication with clients through the Client Contact Centre, letters, SMS, emails, social media and website
- Planning and implementation of multi-channel external communications campaigns, including evaluation of activities
- Development and distribution of targeted resources about the BreastScreen Victoria program
- BreastScreen Victoria brand custodian
- Management of the BreastScreen Victoria Consumer Network, ensuring adherence to the Consumer Engagement Framework

- Identify key barriers to accessing the program for diverse groups and develop, implement and evaluate comprehensive strategies to address these barriers resulting in increased participation in the program.
- Develop and maintain key strategic partnerships with community and sector organisations
- Develop and distribute internal communications to services staff and BreastScreen Victoria employees, including corporate publications
- Undertake client recruitment activities to support appointment fill
- Manage the mailroom to enable the distribution of breast screening invitations, confirmation and results communications.
- Coordinate clinic-initiated appointment cancellations
- Facilitate image requests
- Respond to a range of client enquiries

Role Objective

The Aboriginal Community Engagement Officer reports to the Community Engagement Coordinator. The purpose of this position is to support the implementation of the [Beautiful Shawl Project](#), and other community engagement activities to support and improve Aboriginal and Torres Strait Islander participation in the BreastScreen program.

Key Responsibilities – Include but not limited to:

	Key Responsibility
1 THE BEAUTIFUL SHAWL PROJECT	Support the design, implementation and evaluation of the Beautiful Shawl Project: <ul style="list-style-type: none"> • Develop and maintain relationships with all Project stakeholders, including VACCHO. • Identify and develop new partnerships and work with them as appropriate. • Support project planning, delivery, and evaluation • Attend Beautiful Shawl Project engagements across Victoria including ACCO health days. • Deliver training about the Project to ACCO staff and other organisations leading Community engagement for the Project. • Identify and advance Project opportunities/improvements. • Project administration and documentation and evaluation. • Write briefs, proposals and reports on the Project. • Disseminate Project learnings
2 COMMUNITY AND WORKFORCE ENGAGEMENT	Consult with Community and BSV to design, implement and evaluate community engagement initiatives for Aboriginal women. <ul style="list-style-type: none"> • Develop and maintain relevant community stakeholders. • Actively support the development and delivery and tailoring of training and education programs, resource development and other community engagement initiatives for the Victorian Aboriginal community as appropriate

	Key Responsibility
	<ul style="list-style-type: none"> Participate in community awareness and engagement activities. Undertake consultations and engagement with the Victorian Aboriginal Health Worker workforce
3 OTHER	<ul style="list-style-type: none"> Other responsibilities as required by the Engagement Team that contribute to an individual work plan, which will include involvement in and/or leading relevant projects

Level of Supervision and Independence

As a level 4 employee as per the BSV Enterprise Agreement, it is expected that the incumbent has the ability to apply structured planning processes to set goals, and develop plans and objectives having regard for both the current and future directions of the organisation.

The position contributes to the establishment and achievement of the BreastScreen program objectives and requires the ability to problem solve with diversified but established policies and procedures and understand theoretical principles requires to solve problems or handle new situations.

The employee must be able to work collaboratively with colleagues at all levels of the organisation, and where appropriate motivate others. The employee must also be able to work under limited direction both individually and in a team environment and have a degree of independence with regard to setting priorities.

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.

This role is required to collaborate with other team members to share expertise and create efficiencies within the C&E team and actively contribute to a continuous improvement approach. BSV staff are to stay informed and maintain a level of awareness of the BreastScreen service capacity, client participation, current and past projects, corporate information including use of Clara (intranet).

Key Selection Criteria

Academic Qualifications	
ESSENTIAL	DESIRABLE

Academic Qualifications	
Degree or relevant experience in Public Health/Health Promotion or relevant discipline.	

Technical Abilities & Skills	
ESSENTIAL	DESIRABLE
Demonstrated ability to work with Aboriginal and/or Torres Strait Islander peoples, Communities, and organisations, in a culturally safe, and appropriate, manner	Experience working in the health sector such as cancer screening and women's health
Ability to balance priorities to achieve results	
Ability to work independently and collaboratively within a team to achieve performance targets and deadlines	
Strong interpersonal, communication and negotiation skills, with the ability to liaise and negotiate effectively with multiple stakeholders	
Excellent writing and editing skills	
Well-developed skills in MS Office suite, particularly Excel, PowerPoint and Word	
Current Victorian Drivers Licence	

Personal Abilities & Behaviours	
ESSENTIAL	DESIRABLE
Proactivity and initiative	
Good problem solving skills	
Excellent communication skills	
Good analytical and troubleshooting skills	
Ability to work collaboratively and as part of a team	

Relationships

INTERNAL	EXTERNAL
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Communications and Client Engagement Team	VACCHO
Screening and Assessment Services	Aboriginal Community Controlled Organisations (ACCOs) and non-ACCOs with Aboriginal-led teams/departments
Quality and Clinical Care Team (particularly MSS Coordinator)	Cancer Screening Partners
	Aboriginal Health Workers
	Aboriginal Community

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; LGBTIQ+ communities; Aboriginal and Torres Strait Islander people; and people living with disability.

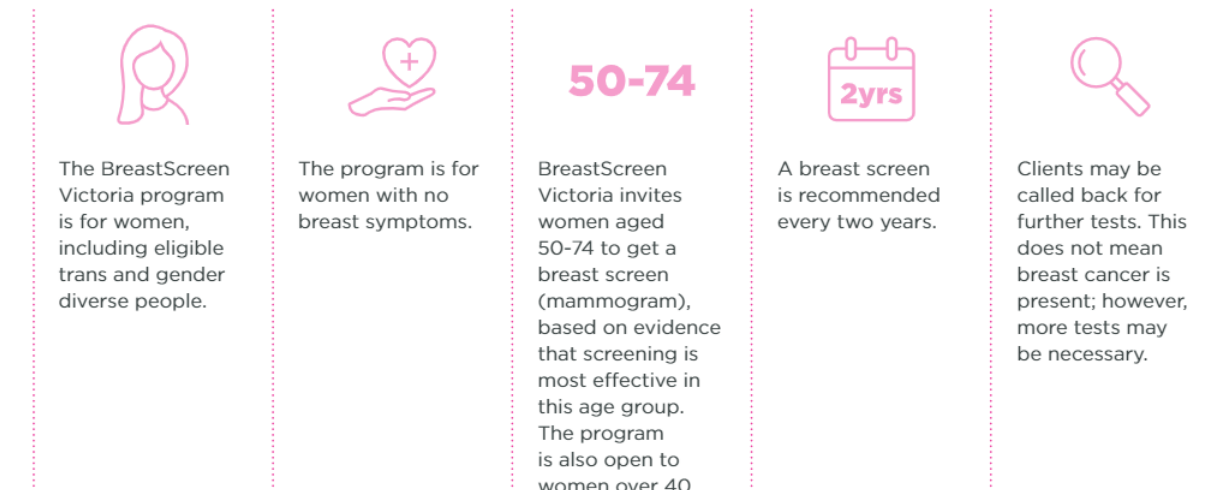
BreastScreen Victoria have a number of policies, procedures and systems that promote inclusive behaviour throughout our workforce. They are all key indicators for successful performance in this role.

About BreastScreen Victoria

Our Program

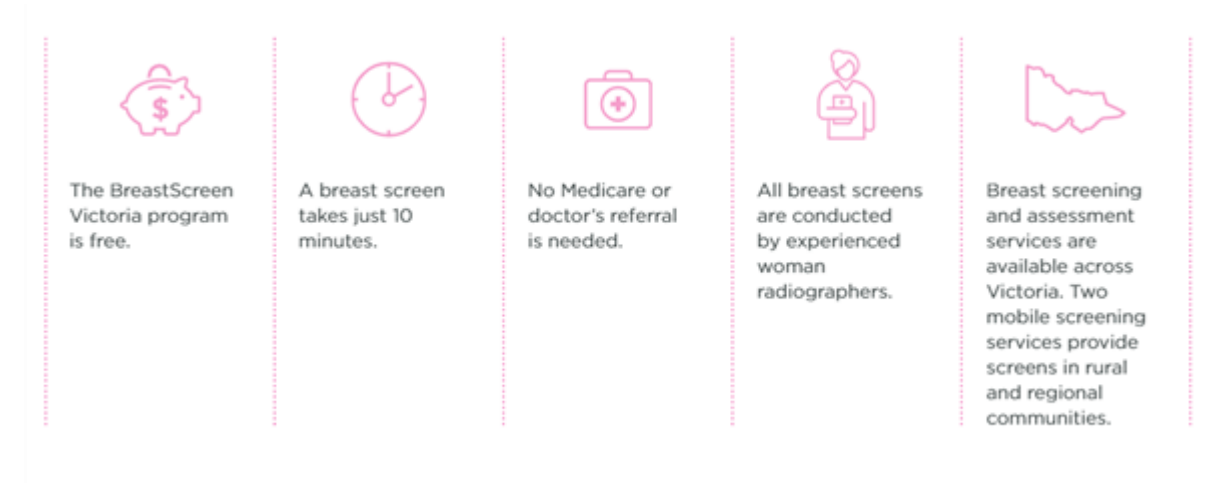
Our Program BreastScreen Victoria reduces the impact of breast cancer and saves lives through early detection. We are a population screening program, which means we offer our service to the eligible group in the community proven to benefit most from breast screening.

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.



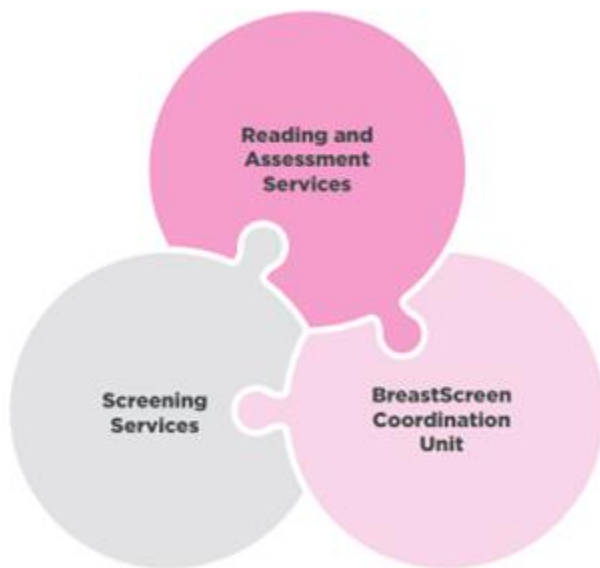
How we deliver our program

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.



Our Services

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



Governments.

At each of our 46 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.

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

Our values

Our values are what we stand for. They drive how we engage with each other, and how we work together to provide a high-quality and inclusive service to our clients. Our values also reinforce BreastScreen Victoria's broader goals and feed into our everyday decision-making.

Caring

We **care** about our clients by showing them kindness, empathy and consideration so they feel confident about their breast screen and share their experience with others.

Respect

We treat our clients and each other with **respect** by listening and being fair and courteous so we can better understand each other.

Teamwork

We work together as a **team** by collaborating, sharing effort, and supporting one another to achieve our shared purpose as One BreastScreen Victoria Team.

Inclusion

We are **inclusive** of our clients and colleagues by providing a safe space and removing barriers to participation so that everyone feels welcome in our service and organisation.

Strategic Plan 2021-2025

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.

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.

Our focus areas

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.

Supporting Diversity and Inclusion

We support diverse communities who may be less likely to come to BreastScreen Victoria 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 understand the importance of population-based breast screening.
- 4.4 We collaborate with partner organisations to help us reach and engage diverse community groups.

Understanding and acceptance of Position Description

Employee Signature: _____ Date: _____

Employee Name: _____

Manager Signature: _____ Date: _____

Manager Name: _____