

## Position Description

<b>POSITION TITLE:</b>	<b>Radiographer (Fixed Site)</b>
<b>REPORTS TO:</b>	<b>Designated Radiographer</b>
<b>EMPLOYMENT TYPE/STATUS:</b>	<b>FULL TIME OR PART TIME</b>
<b>EMPLOYMENT STATUS:</b>	<b>ONGOING or FIXED TERM</b>
<b>CLASSIFICATION:</b>	<b>Level 6</b>
<b>DATE REVIEWED:</b>	<b>June 2023</b>

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### 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 Engagement and Communications, 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

The **Administration** team has responsibility for 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 statewide 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** includes 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

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

## Key Responsibilities – Include but not limited to:

	Key Responsibility
1	<b>Client Centric Care</b> Provide Client Centric care to all women at each contact point <ol style="list-style-type: none"> <li>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>Create a caring and empathetic environment for all clients.</li> <li>Communicate in a constructive and diplomatic way</li> <li>Contribute to positive promotion of BreastScreen in local areas in both daily activities and as requested</li> <li>Client contact as requested</li> </ol>
2	<b>Clinical Requirements</b> <ol style="list-style-type: none"> <li>Mammography screening               <ul style="list-style-type: none"> <li>Perform screening mammograms as per daily schedule</li> <li>Focus on high quality images in accordance with NAS</li> </ul> </li> <li>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> </ol>
3	<b>Reception and data management</b> Support reception duties; including <ol style="list-style-type: none"> <li>greeting clients, data entry, assist with form completion and answering queries to ensure women feel comfortable and informed of the processes.</li> <li>Present a polite and sincere manner, being mindful of people's disposition and appreciate the impact emotions may have on people's manner</li> <li>Monitor and coach receptionists 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> </ol>
4	<b>Equipment care and QA</b> <ol style="list-style-type: none"> <li>Perform all routine QA procedures, including those specified in the NAS, in accordance with the manufacturer's instructions and service procedures manuals.</li> <li>Immediate notification of equipment faults to key personnel and resolution assistance</li> </ol>
5	<b>Teamwork</b> <ol style="list-style-type: none"> <li>Assist with new staff orientation (including Locums) of the Service and related procedures and protocols</li> <li>Seek to support others and use initiative to ensure smooth operation and excellent service delivery to BSV clients.</li> </ol>
6	<b>Professional Development</b> <ol style="list-style-type: none"> <li>Undertake continuous professional development to ensure compliance with NAS and provision of a high-quality screening service.</li> </ol>
7	Other duties as required from time to time to grow and develop the BreastScreen client base and support the expected outcomes of the Service.

## Level of Supervision and Independence

Reporting to the Designated Radiographer for the Service, Radiographers receive additional management support via regular telephone contact and onsite visits as provided by the RAS Designated Radiographer, State Radiographer and Client Services and Program Manager. 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 once trained.

It is expected that 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 Radiographers have 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. 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.

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.

## 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	
<b>ESSENTIAL</b>	
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 Mammography Practice (CMP) – or completion within 12 months of commencement. Renewal required every 3 years	
Current Radiation User License from Victorian Department of Health	

Technical Abilities & Skills	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Previous experience working in mammography	Hologic platform experience
Commitment to complete appropriate continuing professional development to achieve/maintain accreditation in mammography	<ul style="list-style-type: none"><li>Current Victorian driver's license</li></ul>
Microsoft Office Suite	

Personal Abilities & Behaviours
<b>ESSENTIAL</b>
Commitment to improving performance
<ul style="list-style-type: none"> <li>• Demonstrated ability to negotiate and problem solve effectively</li> <li>• Highly developed communication skills both written and verbal</li> <li>• Excellent organisational and time management skills.</li> <li>• Demonstrated capacity to self motivate and find solutions to meet project objectives.</li> <li>• Demonstrated ability to work both autonomously or in a team environment where appropriate.</li> <li>• Ability to interact and work collaboratively with all levels of the organisation</li> </ul>

## Relationships

INTERNAL	EXTERNAL
IT Service Desk	RAS Designated Radiographer
Client Services	Equipment Vendors
Health Promotion Officers	Program managers

## 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 behaviours 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.

### Our program



The BreastScreen Victoria program is for women, including eligible trans and gender diverse people.



The program is for women with no breast symptoms.

**50-74**

BreastScreen Victoria invites women aged 50-74 to get a breast screen (mammogram), based on evidence that screening is most effective in this age group. The program is also open to women over 40.



A breast screen is recommended every two years.



Clients may be called back for further tests. This does not mean breast cancer is present; however, more tests may be necessary.

### How we deliver our program



The BreastScreen Victoria program is free.



A breast screen takes just 10 minutes.



No Medicare or doctor's referral is needed.

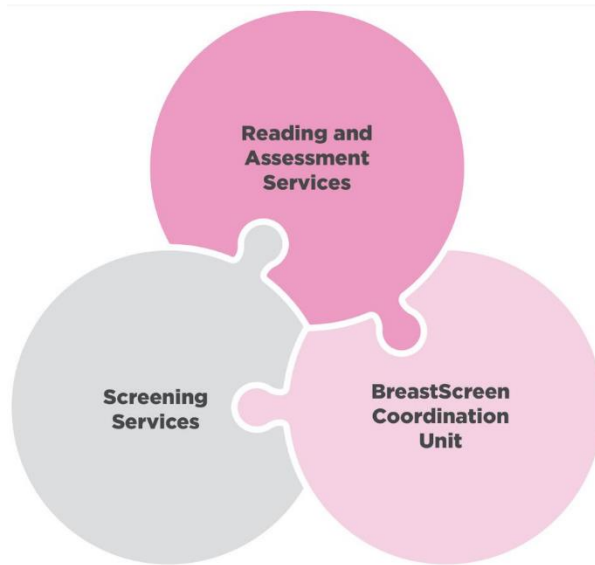


All breast screens are conducted by experienced woman radiographers.



Breast screening and assessment services are available across Victoria. Two mobile screening services provide screens in rural and regional communities.

## Our Services



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.

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:

### 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: \_\_\_\_\_