

Position Description

POSITION TITLE:	Mobile Clinic Administrator
REPORTS TO:	Mobile Clinic Nurse Coordinator
EMPLOYMENT TYPE/STATUS:	Full Time
EMPLOYMENT STATUS:	Maximum Term until 30 June 2027
CLASSIFICATION:	Level 2
DATE REVIEWED:	December 2025

Team Overview

The Women's Health Mobile Clinic is a nurse-led service that works alongside BreastScreen Victoria's mobile screening service, which aims to increase access to healthcare for women and people with a cervix of all ages living in rural and regional Victoria. The service provides care, assessment, treatment and health education to clients, with a focus on sexual and reproductive health, general health and wellbeing, and cancer screening.

The Women's Health Mobile Clinic supports local primary care services to meet women's healthcare needs in the communities we visit. Building relationships with local healthcare providers and promoting the service to local communities is an important component of the pilot project.

Role Objective

The position will provide administrative assistance to clients and the Women's Health Mobile Clinic clinical and project staff. This role involves client bookings, managing the appointment schedule, maintaining accurate and complete client health records, ordering consumables, booking travel, and assisting with communications. As the position will be the first point of contact for Mobile Clinic clients, providing a welcoming, inclusive and culturally safe client experience is a key focus.

Key Responsibilities – Include but not limited to:

	Key Responsibility	Key outcomes
1	<p>Administration and clerical:</p> <ul style="list-style-type: none"> • Monitor incoming calls and messages and relay to the appropriate person as soon as possible. • Check that client information and data collection forms are completed. • Scan results into practice management software, mail hard copies to clients. • Coordinate supplies and consumables for the van and arrange courier/delivery for these and clinic equipment. • Book accommodation for staff working in the Mobile Clinic. • Schedule project team meetings and take notes. • Work with the Nurse Coordinator and Project Manager to achieve efficiencies in clinic operations. • Assist in general duties. 	<p>Mobile Clinic administration is timely and well organised, with future needs anticipated.</p> <p>Clinic equipment, medication and supplies are fully stocked.</p> <p>Accurate scanning of documents to ensure complete patient records.</p>
2	<p>Client customer service:</p> <ul style="list-style-type: none"> • Respond to client calls, voice messages and call back forms. • Schedule appointments and send appointment SMSs and reminders. • 	<p>Positive client feedback about the booking process.</p> <p>Appointments are scheduled appropriately according to client and nursing team needs.</p>
3	<p>Communication and engagement support:</p> <ul style="list-style-type: none"> • Assist with phone and email communications to external stakeholders about Mobile Clinic visits and education sessions. 	<p>External stakeholder communications are timely, accurate and delivered in a professional manner.</p>
4	<p>Other duties as required.</p>	<p>Tasks are completed on time and according to instructions.</p>

Level of Supervision and Independence

As a level 2 employee, as per the BSV Enterprise Agreement, it is expected that the incumbent will have appropriate knowledge of the functions of BSV in order to carry out tasks for internal and external clients to meet team goals. Individual will be required to meet goals through the completion of individual work within a set work plan that identifies goals, results and appropriate timeframes.

The employee will receive specific instruction on work to be performed and have the work checked regularly. The ability to manage time effectively and develop work plans, as well as source and analyse information and use sound judgement to identify possible solutions is a requirement of the role.

Key Behaviours and Values

At BreastScreen Victoria, our values are more than words on a page; they reflect who we are and how we work. Our values inform our everyday decisions. They guide how we interact, solve problems, support clients, and contribute to a strong, unified team.

From the way we support each other to how we welcome and care for our clients, our values of Caring, Respect, Collaboration, Inclusion, and Excellence form the foundation of our workplace culture.

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
Year 12 certificate or equivalent	•

Technical Abilities & Skills	
ESSENTIAL	DESIRABLE
Customer service – at least 6 months' experience in a customer service, administrative assistant or receptionist role.	Previous experience in a medical centre or healthcare setting is desirable.
Experience using computer systems and applications including Word, Excel and Teams.	Experience using practice management software or any other type of healthcare patient record system is desirable.
Ability to learn new systems and applications	

Personal Abilities & Behaviours	
ESSENTIAL	DESIRABLE
Communication - Good communication and interpersonal skills in person and over the phone, with both cultural and LGBTIQA+ awareness; communicates information accurately and professionally.	Understands (or willingness and ability to learn about) the importance of women's sexual and reproductive health issues.
Sound Listening and Judgement – Listens carefully to clients' needs; asks appropriate questions to confirm booking requirements; exercises sound judgement in scheduling; understands when to pass a query to another staff member.	<p>You have completed or are willing to complete:</p> <ul style="list-style-type: none"> • Cultural safety training with a recognised Aboriginal-led training provider. • LGBTIQA+ cultural awareness and inclusivity training.
Collaboration - builds and sustains good working relationships; respects the perspectives of others.	
Attention to Detail – methodical approach to work; delivers quality outcomes; takes time to review work.	

Personal Abilities & Behaviours	
Client Focus – attentive to clients’ needs; friendly and professional; finds solutions.	
Self-Awareness – willing to take feedback; understands when to seek guidance or escalate issues; adjusts approach and communication style based on the situation and audience.	

Relationships

INTERNAL	EXTERNAL
Mobile Clinic Nurse Coordinator, nursing team members and the Clinical Director GP	Mobile Clinic clients
Mobile Clinic Project Managers	Healthcare services and other local community services and stakeholders in towns the clinic visits
Communications & Engagement Team	Pathology providers
Mobile Screening Services Coordinator	Medical equipment and consumable suppliers

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 multicultural backgrounds; LGBTIQ+ communities; Aboriginal and Torres Strait Islander peoples; and people with a 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 operates a population-based breast cancer screening program that aims to reduce the impact of breast cancer and save lives through early detection. We provide free breast screens (mammograms) to women and the trans and gender diverse community aged 40 and over without breast symptoms, targeting those aged 50 to 74 years who are proven to benefit the most from population-based screening.

We are contracted by the Victorian Department of Health to deliver breasts screening in Victoria as of the national BreastScreen Australia Program.

BreastScreen Victoria operates across a network of permanent and mobile screening clinics and assessment services to provide high-quality and inclusive care for the Victorian community.

Our program is client-focused, embedding client input and feedback at every stage.

Our services are quality assured and accredited under the BreastScreen Australia National Accreditation program, and our performance is measured against the National Accreditation Standards.

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.

Strategic Plan 2025–2029

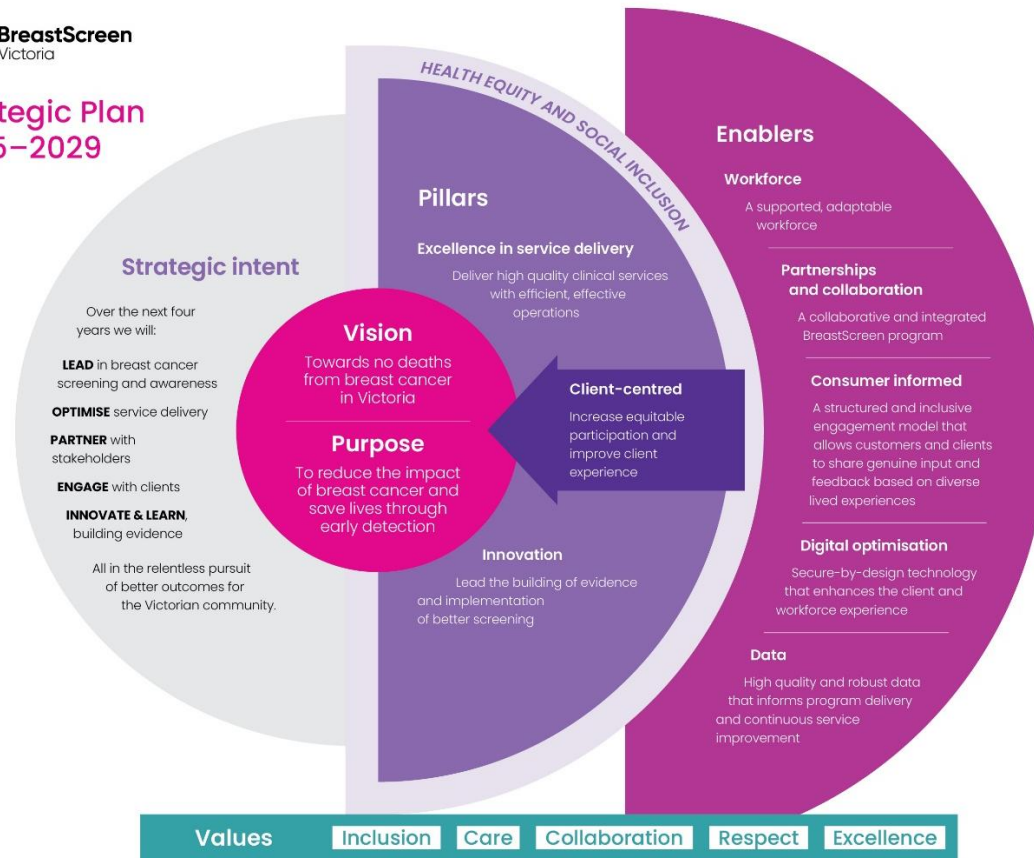
Our Strategic Plan for 2025–2029 sets a bold vision and purpose, guiding our organisation toward a future of no deaths from breast cancer in Victoria.

This Plan is closely aligned with the [Victorian Cancer Plan](#) and the [Australian Cancer Plan](#), both of which emphasise inclusive participation in breast cancer screening and enhancing outcomes across priority populations.

Our people are at the heart of everything we do. This Plan highlights the focus and investment needed to build a supported, adaptable workforce, with strong program and clinical leadership and new capabilities, both now and into the future.

Developed through extensive consultation with consumers, service providers, staff, partner organisations, and government stakeholders, this Plan reflects a shared commitment to delivering equitable, high-quality breast screening services for all.

Strategic Plan 2025–2029



Understanding and acceptance of Position Description

Employee Signature: _____ Date: _____

Employee Name: _____

Manager Signature: _____ Date: _____

Manager Name: _____