

Position Description

POSITION TITLE:	Client Contact Team Leader
REPORTS TO:	Manager Client Contact
EMPLOYMENT STATUS:	FULL TIME / ONGOING
CLASSIFICATION:	Level 4
DATE REVIEWED:	February 2026

Team (s) Overview

The Communications 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 including trans and gender diverse people who meet the eligibility criteria. The team achieves this by managing client invitations, appointment 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 comprised of three areas: Consumer and Community Engagement, Client Contact and Communications.

Key responsibilities of the Communications and Client Engagement Team include:

- Direct communication with clients through the Client Contact Centre, Invitation and reminder communications including letters, SMS, emails, social media and website content.
- Understanding the 'voice of client' feedback and providing insights to our executive team and board of management to continually improve our service, applying best practice market research from our existing tools
- Plan and implement multi-channel external communications campaigns
- Develop and distribute targeted resources about the BreastScreen Victoria program
- BreastScreen Victoria brand custodians
- Manage 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
- Undertake client recruitment activities to support appointment fill
- Strengthen key strategic partnerships with community and sector organisations
- Develop and distribute internal communications, including corporate publications
- Manage the mailroom
- Coordinate a range of client and services enquiries

Role Objective

The Client Contact Team Leader is responsible for providing direction and lead to a team of Client Contact Officers who are the first point of contact for BSV clients seeking to book an appointment in a multi-channel environment. Working alongside other team leaders the role is responsible for both team and individual performance to meet the Key Performance Indicators and the wider business objectives.

The Client Contact Team Leader is pivotal to ensuring clients are responded to in a timely and efficient manner in a dynamic environment. In addition, the Team Leader is responsible for identifying opportunities, including training, process improvements and system enhancements to improve our service to eligible Victorians and other key stakeholders including BSV Screening Service Providers and Reading and Assessment Services.

The role will provide weekly, monthly, and bi-monthly operational reports and analysis to the Executive and Board.

Key Responsibilities – Include but not limited to:

Key Responsibility	
1	<p>Leadership</p> <ul style="list-style-type: none"> • Lead, coach and manage a team of Client Contact Officers to provide, high quality and timely customer service. • Establish standards and set clear expectations for continuous improvement including a process of review and updating of standard operating procedures. • Ensure compliance with BSV policies and procedures including the provision of accurate advice to clients and stakeholders. • Provide leadership to enhance team morale and motivate team members. • Handle escalated client inquiries and complaints, ensuring timely and effective resolution. • Partner with colleagues at all levels of the organisation to deliver BSV’s strategic plan and key priorities. • Provide support and coverage of other leadership roles within the CCT. • Troubleshoot technical issue/s and escalate to IT when appropriate.
2	<p>Performance, Coaching, and Development</p> <ul style="list-style-type: none"> • Monitor and evaluate team performance including call quality and compliance and provide regular feedback to team members including appropriate documentation. • Implement development plans to support staff to meet performance and quality expectations. • Conduct regular coaching and training sessions to enhance skills and knowledge of team members to enable capability uplift. • Optimise team effectiveness regarding duplication, processes, and identify and implement opportunities for improvement.

	<ul style="list-style-type: none"> • Evaluate Post Call Survey results (PCS) and provide feedback to team members including ways to improve their call quality. • Identify opportunities to improve training and contact centre processes and implement strategies to enhance efficiency and client experience. • Maintain and update the Skills Matrix to identify training need. • Maintain information Hub including script changes and information updates.
	<p>Workforce Planning/, Reporting and Analysis</p> <ul style="list-style-type: none"> • Using established WFM principles, develop forecasts to enable resourcing to meet demand and business objectives including training and coaching sessions and leave management. • Develop and publish roster. • Monitor contact centre operations throughout the day taking action to minimise abandoned calls and achieve required service levels. • Prepare and deliver reports including monthly contact centre scorecard and BOM report. • Evaluate Post Call Survey (PCS) results and provide feedback to stakeholders including CCM, TL's and CCT Agents. • Provide weekly, monthly, and bi-monthly operational reports and analysis to the Executive and Board on performance measures and improvement works on various performance indicators.
	<p>Capacity and Clinic Fill Support</p> <ul style="list-style-type: none"> • Undertake multi channel campaigns to support low fill clinics and under screened population groups.
	<p>Recruitment and Training</p> <ul style="list-style-type: none"> • Participate in the recruitment process of new team members. • Train and onboard new team members to ensure understanding of BSV policies and procedures. • On an as needs basis, answer telephones, register new clients and make appointments as required. • Other duties as required as directed by the Manager, Client Contact

Level of Supervision and Independence

Reporting to the Manager Client Contact, the role is responsible for the management and performance of Client Contact Officers.

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.

Key Selection Criteria

Academic Qualifications	
ESSENTIAL	DESIRABLE
Qualification in Business Administration or Frontline Management or equivalent lived work experience in a similar role	Completion of leadership or management training

Technical Abilities & Skills	
ESSENTIAL	DESIRABLE
Demonstrated experience as a contact centre team leader or similar supervisory role	Understanding of key contact centre metrics
	Understanding of appointment setting or scheduling processes
Proficiency in Microsoft Office suite including Outlook, Word and Excel	Understanding of contact centre software and tools

Personal Abilities & Behaviours	
ESSENTIAL	DESIRABLE
<p>Strong communication and leadership skills</p> <p>Demonstrated experience mentoring, training and leading staff.</p> <p>Experienced in performance monitoring and reporting</p> <p>Strong organisational and time-management skills</p> <p>Ability to handle escalations and resolve conflict</p>	
Ability to work under pressure, problem solve and have a customer focused mindset	

Relationships

INTERNAL	EXTERNAL
Communications and Client Engagement team	Screening and Assessment Services
IT Team	Screening Service Providers
One BreastScreen Team (All BreastScreen screening clinics and Reading and Assessment Services and BreastScreen Coordination Unit Staff) CEO and Executives	BSV clients
	Members of the public

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 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

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 breast screening in Victoria as part 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.

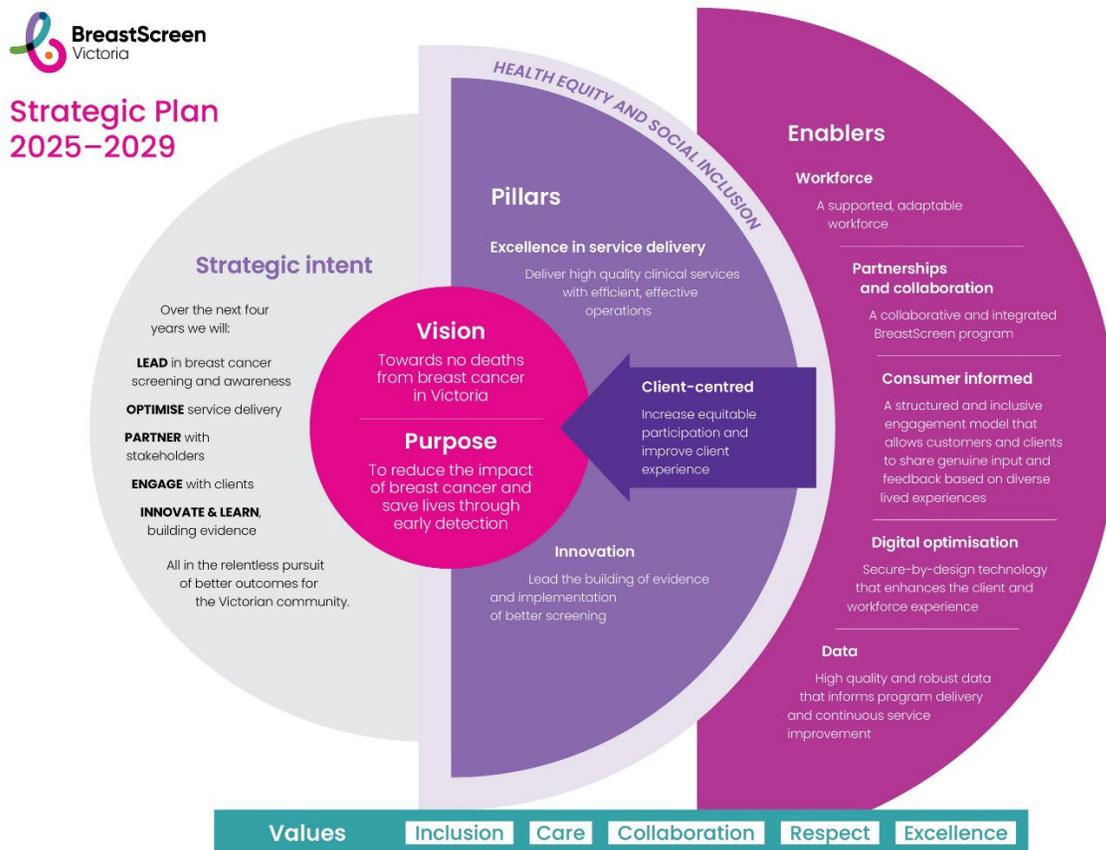
Strategic Plan 2025–2029

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.



Understanding and acceptance of Position Description

Employee Signature: _____ Date: _____

Employee Name: _____

Manager Signature: _____ Date: _____

Manager Name: _____