

Position Description

POSITION TITLE:	Multicultural Community Development Team Leader
REPORTS TO:	Community Engagement Coordinator
EMPLOYMENT TYPE:	Part Time (0.8FTE)
EMPLOYMENT STATUS:	MAXIMUM TERM
CLASSIFICATION:	Level 4
DATE REVIEWED:	June 2026

Team 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. This includes trans 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 Communications and Client Engagement Team include:

- Direct communication with clients through the Client Contact Centre, letters, SMS, emails, social media and website
- 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

Program Objectives

Victorian Cancer Screening Partnership (VCSP)

The Victorian Cancer Screening Partnership (VCSP) is a coordinated, statewide initiative to improve the prevention and early detection of breast, bowel and cervical cancers. Aligned with the Victorian Cancer Plan 2024–28, the VCSP prioritises increasing screening participation, improving early detection outcomes and achieving equity across priority populations, including multicultural communities.

VCSP funding 2026–2028

BreastScreen Victoria: Increasing Culturally and Linguistically Diverse (CALD) participation

As part of the VCSP 2026–2028 funding cycle, BreastScreen Victoria has secured funding to increase Culturally and Linguistically Diverse participation through the delivery of a Local Government Area (LGAs.) This project is one of the funded initiatives under the VCSP designed to address participation gaps and improve equitable access to cancer screening services.

The project aims to increase breast screening participation among Mandarin, Punjabi, Arabic, Spanish & Turkish speaking women across targeted LGAs (Hume, Monash, Wyndham and Whitehorse). It responds to known barriers, including language, cultural factors, health literacy, privacy concerns and challenges navigating the health system, which contribute to lower screening rates and poorer health outcomes.

A key feature of this VCSP-funded project is the establishment of a bilingual workforce embedded within multicultural communities, designed to provide culturally safe engagement and reduce drop-off across the screening pathway. This workforce needs to be not only embedded in community, but also have existing community knowledge, relationships and networks. For this role, experience in a similar community-based position and established networks within the Turkish community are essential, enabling the officer to build trust quickly, engage effectively and hit the ground running.

To address these barriers, the project delivers a coordinated, place-based saturation model and multi-intervention approach that includes:

- In-language communications and targeted campaigns

- Community engagement and outreach activities
- Partnerships with community leaders, organisations and GPs
- Capacity building through a “train-the-trainer” model
- Direct support for clients to book and attend screening appointments

Role Objective – Multicultural Community Development Team Leader

To lead the operational delivery of a place-based multicultural engagement model across priority LGAs, driving increased participation in breast screening among culturally and linguistically diverse communities.

This role will build and leverage strong, trusted connections within community—particularly Arabic-speaking communities, to enhance BreastScreen Victoria’s reach, visibility, and impact.

Key Responsibilities – Include but not limited to:

	Key responsibilities
1	Lead the delivery of a place-based, LGA-focused multicultural engagement model to increase breast screening participation within priority CALD communities
2	Lead a team of Bilingual Engagement Officers, ensuring clear direction, support and accountability to deliver agreed outcomes
3	Build, maintain and leverage strong, trusted relationships with community leaders, organisations and networks—particularly within Arabic-speaking communities—to drive community-led engagement
4	Support, advise and maintain partnerships within specified LGAs with local councils, community organisations, ethnic media, GPs, PHNs and primary care providers to: maximise community reach; strengthen referral pathways; and promote breast screening across community and clinical settings.
6	Lead culturally responsive, in-language engagement strategies that support awareness, booking, navigation and participation in breast screening

	Key responsibilities
7	Oversee delivery of multichannel community engagement activities (e.g. community sessions, campaigns, events, ethnic media, mobile van activations) within targeted LGAs
8	Drive community capacity building through initiatives such as LGA Train-the-Trainer programs to embed breast health messaging within community networks
9	Consult with the Project Team to ensure engagement activities are meeting targets and adapt if required.
10	Other duties 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

Reporting to the Community Engagement Coordinator, the Multicultural Community Development Team Leader has three direct reports, the Bilingual Engagement Support Officers.

As a level 4 employee, as per the BSV Enterprise Agreement, it is expected that the incumbent has the ability to problem solve in diverse functional areas, and to exercise judgement which results in alignment of programs with the overall strategy. Positions within this level require Employees to be proactive, show foresight and influence the operational activities of the work area and be involved with establishing operational practices and procedures which impact on their work area.

The employee will be required to apply a structured planning process to set goals, develop plans and objectives and problem solve with diversified but established policies and procedures. The employee will undertake a range of activities that may be of a specialised nature associated with program activity or service delivery. They are capable of functioning autonomously and influence decision making to support, develop and implement strategies across operational boundaries.

The employee must be able to work collaboratively with colleagues at all levels of the organisation and work under limited direction both individually and in a team

environment. They must 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
Relevant tertiary qualification and/or relevant experience in a similar role	Level 2 – NAATI certification
	Health Promotion, Community Engagement qualifications

Technical Abilities & Skills	
ESSENTIAL	DESIRABLE
Fluency in Arabic and cultural knowledge or lived experience of Arabic-speaking/Muslim communities	Strong computer literacy, including Microsoft Office, accurate data entry and ability to quickly learn new systems (e.g. booking or CRM platforms).
Experience in multicultural community engagement project coordination or health promotion	Ability to monitor, interpret and use data to inform decisions and improve outcomes

Experience supervising, coaching and coordinating staff to deliver project outcomes	Experience developing training or capacity-building programs for community partners
Strong stakeholder engagement and relationship management across multicultural communities	
Ability to engage with community members and speak publicly.	
Current Victorian Driver Licence and willingness to travel to community locations.	
Valid Working with Children's Check	

Personal Abilities & Behaviours	
ESSENTIAL	DESIRABLE
Positive attitude with the ability to adapt to change in a dynamic, community-based environment.	
Respectful and culturally sensitive, with the ability to build trust and rapport with diverse community members.	
Leadership mindset with the ability to motivate, support and develop team members	
Strong interpersonal skills and a friendly manner, with an enjoyment of engaging and communicating with the public, particularly Arabic speaking communities	
Ability to work effectively both independently and as part of a team	

Highly organised with strong time management and attention to detail	
--	--

Relationships

INTERNAL	EXTERNAL
Communications and Client Engagement Team	Clients/clients family members
Key contacts at BreastScreen Victoria screening clinics	Multicultural community leaders, organisations and networks, alongside community health and multicultural service providers
	Local Government (within priority LGAs)
	General Practitioners (GPs) and Primary Health Networks (PHNs)
	Consumer representatives and community advocates

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 people; and people with disabilities.

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.

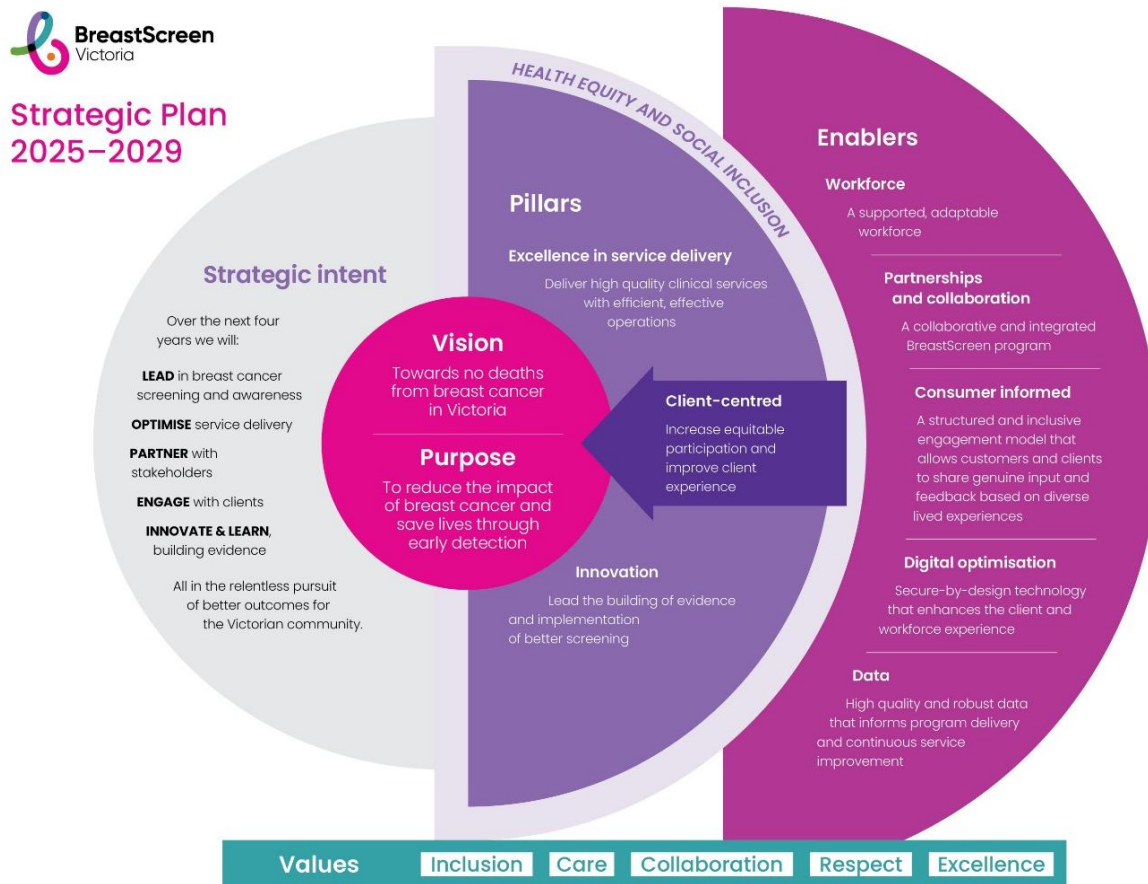
Strategic Plan 2025–2029

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: _____