

Position Description

POSITION TITLE:	Bilingual Engagement Support Officer
REPORTS TO:	Multicultural Community Development Team Leader
EMPLOYMENT TYPE:	Part Time (0.5FTE)
EMPLOYMENT STATUS:	MAXIMUM TERM
CLASSIFICATION:	Level 2
DATE REVIEWED:	June 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. 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

Role objective

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, Whittlesea 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 – Bilingual Engagement Support Officer

The Bilingual Engagement Support Officer role in one of project priority languages (Mandarin, Punjabi or Turkish) is funded through the VCSP 2026–2028 CALD project and is essential to delivering its intended outcomes for CALD communities. The role exists specifically to support implementation of this funded initiative and to contribute to achieving its goal of increasing screening participation among multicultural women in targeted LGAs.

Key Responsibilities – Include but not limited to:

	Key responsibilities
1	Organise and attend group bookings at clinics. Provide in-person support, including language assistance, explaining processes, and creating a culturally safe and reassuring experience.
2	Deliver effective engagement activities tailored to multicultural communities, including: • Coordinate community engagement sessions targeting new and returning screeners • Engage with community organisations to reach the community • Recruit and train community champions using a 'train the trainer' model • Support targeted engagement with GPs and PHNs to support referrals • Building partnerships with community leaders, faith-based organisations (e.g. mosques) • Attendance at community events and outreach with the mobile screening van
3	Support clients to book, confirm and navigate breast screening appointments, including using and understanding relevant booking systems and processes, in line with BreastScreen Victoria procedures.
4	Undertake other duties as required to support equitable access and participation in breast screening multicultural communities.

Level of Supervision and Independence

Reporting to the Multicultural Community Development Team Leader, the Bilingual Engagement Support Officer has no direct reports. Each role operates in one of project priority languages (Mandarin, Punjabi or Turkish)

As a level 2 employee, as per the BSV Enterprise Agreement, it is expected that the individual will have appropriate knowledge of the functions of BSV to carry out tasks

for internal and clients to meet team goals. The individual will be required to meet goals through the completion of individual tasks within a set work plan that identifies goals, results and appropriate timeframes.

The employee will receive specific instructions on tasks to be performed and have the work checked regularly. They will have 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

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
	Level 2 – NAATI certification
	Relevant qualification in community development, public health, health promotion, social sciences, or a related field or demonstrated equivalent experience in community engagement or multicultural health settings.

Technical Abilities & Skills	
ESSENTIAL	DESIRABLE
Fluency in one of project priority languages (Mandarin, Punjabi or Turkish) and cultural	Understanding of Community Engagement principles.

knowledge or lived experience of the communities	
Ability to engage with community members and speak publicly.	Experience in a similar community-based engagement, outreach, health promotion or multicultural community role.
Patient, friendly, and professional telephone manner, with strong active listening skills, attention to detail and associated data entry skills	
Ability to manage competing priorities, coordinate activities (e.g. bookings and events), and work efficiently across multiple tasks.	
Strong computer literacy, including Microsoft Office, and the ability to quickly learn new systems (e.g. booking or CRM platforms).	
Current Victorian Driver Licence and willingness to travel to community locations.	
Valid Working with Children's Check	

Personal Abilities & Behaviours	
ESSENTIAL	DESIRABLE
Strong interpersonal skills and a friendly manner, with an enjoyment of engaging and communicating with multicultural communities.	

Respectful and culturally sensitive, with the ability to build trust and rapport with diverse community members.	
Proactive and confident in initiating conversations and community engagement.	
Ability to work effectively both independently and as part of a team	
Reliable and accountable, with a commitment to delivering high-quality service and improving health outcomes.	

Relationships

INTERNAL	EXTERNAL
Multicultural Community Development Team Leader	Community organisations, community leaders, women's groups, faith-based groups and local service providers
Bilingual Engagement Support Officers	
Communications and Client Engagement Team	
Key contacts at BreastScreen Victoria screening clinics	

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; LGBTIQA+ 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.

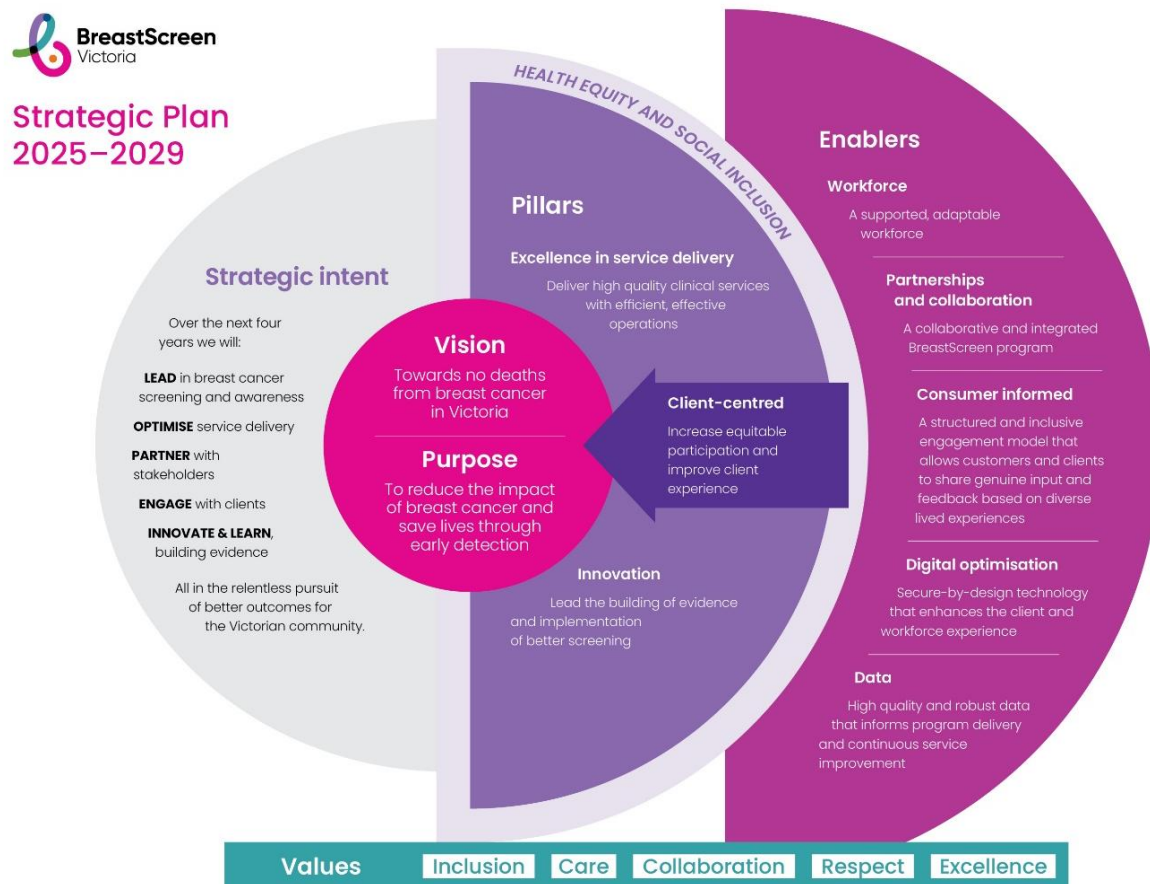
Strategic Plan 2025–2029

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: _____