



ROLE DESCRIPTION

Role Title:	Team Leader Client Communication	
Classification Code:	ASO3	Position No: M47106
LHN/ HN/ SAAS/ DHA:	CALHN	
Hospital/ Service/ Cluster	Statewide Clinical Support Services (SCSS), CALHN, SA Health	
Division:	BreastScreen SA	
Department/Section / Unit/ Ward:	Screening Support Unit	
Role reports to:	Coordinator Client Communication	
Role Created/ Reviewed Date:	August 2021	
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (DHS) <input type="checkbox"/> Working with Children's Check (WWCC) (DHS) <input checked="" type="checkbox"/> Vulnerable (DHS) <input type="checkbox"/> General Probity (NPC)	
Immunisation Risk Category:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)	

Role Context

Primary Objectives of Role

BreastScreen SA (BSSA) is part of Statewide Clinical Support Services within the Central Adelaide Local Health Network (CALHN), and is the South Australian component of the national breast cancer screening program, BreastScreen Australia. BSSA aims to reduce mortality and morbidity attributed to breast cancer, in women primarily aged 50 to 74.

The Team Leader Client Communication is responsible for:

- > Providing supervision and guidance to staff.
- > Fostering an atmosphere that is conducive to productivity and enhances morale.
- > Ensuring staff receive full and appropriate training in all relevant aspects of operations.
- > Monitoring workflow, determining priorities and allocating staff and resources to ensure efficient workflow.
- > Effective coordination of the Client Communications area.
- > Assisting with the development and implementation of processes and work instructions within the framework of BreastScreen SA policies.
- > Providing an effective customer service by resolving issues within response timeframes.
- > Supporting minor projects as directed by the Coordinator Client Communication.

Direct Reports

- > Supervises members of the Client Communication team

Key Relationships/ Interactions

Internal

- > Supervises Client Communication Team.
- > Reports to the Coordinator Client Communication.
- > Liaises with all other staff, clients and service providers.
- > Provides support to other Team Leaders as required.

External

- > Establishes working relations and interact with Department of Health and other government and non-government stakeholders.

Challenges associated with Role

Major challenges currently associated with the role include:

- > Effective management of the Client Communication, providing supervision and guidance to staff.
- > Ensuring staff receive full and appropriate training in all aspects of Client Communication operations.
- > Supporting successful business and process changes within the team.
- > Provide an effective customer service by resolving issues within response timeframes.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Leadership	<ul style="list-style-type: none">> Provide efficient and effective supervision, work allocation and guidance to Client Communication staff to assist them in the performance of their duties.> Assist the Coordinator with the recruitment of staff and participating in the induction of new staff.> Conduct the Performance Review and Development process for staff in the Client Communication areas, including the ongoing analysis of their performance, motivating staff to achieve outcomes and providing timely feedback.> Apply sound conflict resolution and mediation skills to adequately manage disciplinary matters and performance issues.> Facilitate regular one-to-one meetings, team meetings and counselling/coaching sessions for all direct reports, including the delivery of accurate and timely reports and information and following up on actions and issues.> Create an atmosphere that is conducive to productivity and enhances morale through information sharing, identifying resources, supporting needs and developing staff> Support the implementation of minor change management initiatives under the supervision of the Coordinator Client Communication.> Participate in on-call roster.
Training	<ul style="list-style-type: none">> Identify training requirements for Client Communication staff and implement training plans in collaboration with the Learning and Development Lead.

	<ul style="list-style-type: none"> > Maintain an up-to-date training register for the Client Communication area. > Participate in relevant training and development activities, as required.
Administrative	<ul style="list-style-type: none"> > Contribute to the development, monitoring, and implementation of procedures, work instructions and checklists for the Client Communication area within the framework of BreastScreen SA policies. > Contribute to efficient workflows which includes implementing and monitoring adherence to quality assurance policies and procedures. > Monitor the integrity, confidentiality, and accuracy of client records. > Prepare and disseminating staff rosters in consultation with staff in a fair and timely manner. > Provide regular reports to the Coordinator pertaining to the effective operations of the Client Communication area. > Support and participate in the identification, evaluation and treatment of risks and opportunities that could result in a loss or a gain to BSSA. > Support and undertake activities for specific projects as directed. > Undertake general administrative duties as required to meet service needs, which includes providing assistance to other areas experiencing staff shortages. > Support the team's contribution to meet National Accreditation Standards. > Use the Safety Learning System to monitor and follow up incidents, compliments, and complaints.
Continuous Improvement	<ul style="list-style-type: none"> > Undertake relevant continuous improvement and quality assurance activities and participate in the maintenance of effective links and relationships with SA Health, health units and external organisations, as required. > Participate in relevant decision- making processes and monitoring outcomes for continuous development opportunities. > Contribute to the development of short and long term plans for the Client Communication Team.
Teamwork	<ul style="list-style-type: none"> > Work together in partnership with other team members to achieve common goals. > Contribute and sharing knowledge with others. > Support the team as they work towards meeting the team goals and performance measures.
Communication and Interpersonal Relationships	<ul style="list-style-type: none"> > Display respectful behaviour to clients and colleagues in accordance with the Respectful Behaviour Policy. > Establish and maintain adequate communication pathways for staff.
Customer Focus	<ul style="list-style-type: none"> > Demonstrate empathy and understanding of clients from diverse, cultural, ethnic and social backgrounds. > Satisfy customer inquiries and resolving issues within set BreastScreen SA/SA Health guidelines and timeframes for response. > Ensure staff provide services in a timely, accurate and concise manner and deal with all stakeholders in a courteous, friendly and helpful manner.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills

- > Demonstrated ability to communicate effectively and empathetically, both verbally and in writing, with a broad range of clients and stakeholders.
- > Sound problem solving skills and demonstrated capacity to work effectively under general direction with flexibility and initiative, either independently or in a team, prioritise work activities, adapt to a changing environment and be proactive in implementing alternative methods of work.
- > Demonstrated commitment to customer service and client confidentiality requirements including the provision of quality service to clients and the promotion of good client relations.
- > An ability to manage to the spirit and principles of the premier's safety Commitment and the legislative requirements of the *Work Health and Safety Act 2012* (SA), utilising AS/NZS ISO 31000:2009 Risk Management- Principles and Guidelines, or to an equivalent set of standards.

Experience

- > Experience in the supervision, development, training and coaching of staff, according to performance management principles in an environment of change, utilising well developed interpersonal skills that will encourage and nurture a team environment and will solicit the cooperation of others.
- > Experience in managing workloads and priorities and to meet imposed deadlines.
- > Experience in the provision of a range of effective administrative, data management and client support services, including the use and maintenance of office systems and procedures and utilising a variety of computer systems, software applications, databases and a computerised booking system.

Knowledge

- > Knowledge of the principals and practices of quality assurance and the ability to identify issues and devise corrective strategies to ensure data integrity.
- > Broad knowledge of the purpose and services of BSSA including an understanding of population based screening.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Experience in a human services or health care environment
- > Knowledge of medical terminology
- > Experience in preparing reports and correspondence
- > Experience in the development and implementation of policies, procedures, systems and protocols for continuous improvement

Special Conditions

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Some out of hours work may be required
- > Some intra and interstate travel may be required
- > Must be prepared to work at any BreastScreen SA location when required
- > May be required to take recreation leave during December and January

General Requirements

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *Information Privacy Principles Instruction*.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department

BreastScreen SA (BSSA) is within the Central Adelaide Local Health Network (CALHN), and is the South Australian component of the national breast cancer screening program, BreastScreen Australia. BSSA aims to reduce mortality and morbidity attributed to breast cancer, in women primarily aged 50 to 74.

Values

Statewide Clinical Support Services Values

Within SCSS our people are at the heart of what we do. We are committed to building a strong, vibrant culture and place to work, and to providing high-quality care to our patients and consumers that demonstrates our values in action. Our five core values are Integrity, Compassion, Accountability, Respect and Excellence (ICARE):

Integrity:

We are honest, consistent and act fairly. We make evidence-based decisions that are in the best interests of the South Australian community.

Compassion:

Patients and consumers are front of mind in everything we do, and we approach care for others with empathy and kindness. We provide an environment that is safe and caring and we will support each other at all times.

Accountability:	We take ownership of our responsibilities and actions. We own our mistakes and take proactive measures to find effective solutions. We demonstrate our values in our actions and behaviours
Respect:	We foster a culture that is respectful of our consumers, patients and each other. We value diversity and everyone's input and demonstrate trust in each other.
Excellence:	We complete and promote work of the highest standard. We challenge the normal way of doing things to ensure continuous improvement and we seek consumer input to represent the diversity of our community.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees.

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: Niamh Wade

Role Title: Program Director

Signature: 

Date: 14/02/2022

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date:

Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/2017	09/04/17	Original version.
V2	14/2/2022	27/1/2023	Update Risk Management Statement Inclusion of integrity statement under Code of Ethics on Page 6
V3	27/1/2023		Updated Values & LHN as per CALHN directive