

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Coordinator - Client Services
Position Number:	522272, 528046,529776
Classification:	General Stream Band 4
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Community, Mental Health and Wellbeing Population Screening and Cancer Prevention – BreastScreen Screening Services
Position Type:	Permanent/Fixed-Term, Full Time/Part Time
Location:	South
Reports to:	Manager Client Services
Effective Date:	May 2019
Check Type:	Annulled
Check Frequency:	Pre-employment
Essential Requirements:	Nil <i>*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer if a registration/licence is revoked, cancelled or has its conditions altered.</i>
Desirable Requirements:	Knowledge of and experience in the use of medical terminology
Position Features:	Work outside normal hours may be a requirement of this role Intrastate travel may be a requirement of this role

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

Assist with the effective and efficient day-to-day functioning of BreastScreen Tasmania (BST) clinics, staff and resources, the Coordinator - Client Services:

- Provides high level administrative support to BST's Manager Client Services, Counsellors, Radiologists and Visiting Medical Officers (VMOs).
- Monitors and assists in the management of the screen program's performance against relevant BreastScreen Australia National Accreditation Standards.
- Develops, implements, monitors and maintains processes to ensure accuracy and validity of information entered into Concerto, BST's electronic client information system.
- Supports the Manager Client Services in the day-to-day operational activities which support BST's service delivery.

Duties:

1. Ensure the completeness of information collected during assessment clinics. This includes:
 - Following up information required from clinicians.
 - Entering clinical outcome of assessments into Concerto.
2. Schedule clinic appointments to ensure national accreditation standards are met.
3. In accordance with internal policies, procedures and national accreditation standards, plan, coordinate and maintain screening invitation processes.
4. Manage the Reading Schedule for mammograms and report results accordingly to ensure compliance with relevant national accreditation standards.
5. Promote commitment to high quality customer service principles, practices and attributes.
6. Develop rosters to maintain BreastScreen Tasmania's human resources to achieve compliance with all relevant national accreditation standards.
7. Identify service delivery opportunities and provide alternative approaches to resolve operational problems.
8. Assist the Manager Client Services in the performance management of Screening Services Officers.
9. Assist the Manager Client Services with quality improvement and quality assurance work to ensure conformity with national accreditation standards.
10. Participate in staff training, quality improvement activities and team meetings.
11. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
12. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Key Accountabilities and Responsibilities:

Under the direction and supervision of the Manager Client Services, the Coordinator - Client Services is responsible for evaluating, coordinating, integrating and implementing administrative activities to support the achievement of BST's operational objectives. In doing so, the Coordinator - Client Services:

- Exercises initiative, discretion and independent judgement in the performance of tasks whilst maintaining confidentiality at all times.
- Provides administrative support to BST's Counsellors, Radiologists and VMOs.
- Performs all duties in accordance with internal policies, procedures and national accreditation standards.
- Deputises for the Manager Client Services as and when required.
- Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Selection Criteria:

1. Knowledge and understanding of, or the ability to acquire knowledge and understanding of, the accreditation requirements of the BreastScreen Tasmania Program, including their implications for the management of the relevant screening support functions.
2. Experience in working within both a dynamic team and health service delivery environment that is subject to change, work pressures and deadlines.
3. Proven experience in the use of general office equipment including computers, Microsoft Office and database applications together with knowledge of, or the ability to acquire knowledge of, medical data entry processes, systems and procedures.
4. Demonstrated attention to detail and effective organisational skills including the ability to provide high level client services whilst working within an environment subject to change, work pressures and deadlines.
5. High level interpersonal and written and verbal communication skills, including the ability to effectively interact with and relate well with clients, the general public, professional staff and external stakeholders.
6. Sound understanding of performance review and business administration processes including the ability to develop plans, systems and processes to support the achievement of organisational objectives.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles | Tasmanian Department of Health](#).