

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Senior Screening Services Officer
Position Number:	522273, 529775
Classification:	General Stream Band 3
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:	June 2019
Check Type:	Annulled
Check Frequency:	Pre-employment
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 required

Note: 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:

Asist with the effective and efficient day-to-day functioning of BreastScreen Tasmania (BST) Screening and Assessment Clinics, staff and resources, the Senior Screening Services Officer provides:

- Efficient and effective administrative support and frontline reception services to ensure timely and accurate processing of client data, files and radiographic images for reading.
- High level administrative support to Counsellors, Radiologists and VMOs in the BST Program.

Duties:

1. Provide an efficient, personal and friendly reception service for clients and staff at BreastScreen Tasmania Screening and Assessment Clinics.
2. Book clients for screening mammogram appointments in a busy call centre environment.
3. Interpret BreastScreen Tasmania policies and refer to them when answering general enquiries or responding to client requests for information.
4. Maintain medical records, which includes entering client information, symptoms and family history into the electronic client information system and assigning client screening profiles accordingly.
5. Process and distribute digital and analogue radiographic images for reading by Radiologists.
6. Organise the retrieval of client paper files from archives as required.
7. Ensure the completeness of information collected during assessment clinics. This includes:
 - following up information required from clinicians.
 - entering clinical outcome of assessments into Concerto (Patient Administration System).
8. Prepare client files for multidisciplinary review meetings.
9. Perform quality assurance on data integrity and completeness of screening and assessment procedures.
10. Liaise with health professionals, including radiographers, radiologists, general practitioners and external stakeholders.
11. Participate in staff training, quality improvement activities and team meetings.
12. Assist the Manager of Client Services with quality improvement and quality assurance activities as directed.
13. 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.
14. 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 Senior Screening Services Officer provides high level administrative support to assist in the achievement of BST Program operational objectives. In doing so, the Senior Screening Services Officer:

- Exercises initiative and discretion when carrying out tasks and maintains confidentiality at all times.
- Works within a team environment and provides administrative support to the BreastScreen Program and other units within Population Screening and Cancer Control when required.
- Complies with Work Health and Safety (WH&S) policies and ensures a safe working environment.
- Promotes a commitment to high quality customer service principles, practices and standards.
- 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. Experience in working in a health service delivery environment, together with knowledge of medical data entry, or the ability to acquire such knowledge.
2. Experience in the use of computers and Microsoft Office software, including MS Word and online database applications.
3. Demonstrated ability to work effectively and efficiently in a well organised and focussed manner whilst working in a dynamic team environment subject to rapid change, work pressures and deadlines.
4. High level communication skills including demonstrated experience in providing high level client service; and interacting effectively with clients, the general public, professional and medical staff and external stakeholders.
5. Knowledge and understanding of the operations of the BreastScreen Tasmania Program, or the ability to acquire such knowledge.

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](#).