



BREASTSCREEN AUSTRALIA ACCREDITATION PROGRAM INFORMATION PACKAGE SENIOR MANAGER / SERVICE DIRECTOR SURVEYOR

SURVEYOR CODE OF CONDUCT

Surveyors act as ambassadors for the BreastScreen Australia program and should uphold the aims of the program to ensure the delivery of safe, high quality breast screening services. Being a Surveyor also provides opportunities for personal and professional development.

The Code of Conduct reflects the values, principles and behavioural expectations of a Surveyor to act professionally and ethically at all times and in accordance with best practice survey principles.

All Surveyors listed on the BSA National Register are required to observe the Code of Conduct to:

1. Undertake surveys in accordance with BSA policies and procedures.
2. Communicate professionally, appropriately, and sensitively with all stakeholders.
3. Be courteous, diplomatic, impartial, fair, objective, ethical and accountable in undertaking all survey activities.
4. Consider the perspective of consumers and clients when undertaking a survey.
5. Update and maintain skills and knowledge of the BSA NAS, accreditation system, screening and assessment technologies and equipment, quality improvement activities and population-based screening principles and other relevant topics up to date.
6. Acknowledge responsibilities by signing the Confidentiality and Conflict of Interest Undertaking Deed Poll prior to the commencement of the survey.
7. Assess performance of the Service/SCU in relation to the NAS objectively and without bias.
8. Notify the National Surveyor of any potential or perceived conflicts of interest in a timely manner.
9. Undertake all the components of a survey, including:
 - a. Review and critically analyse survey documentation.
 - b. Participate in Survey Team and stakeholder meetings and site visits as required.
 - c. Undertake role-specific tasks diligently and in a timely manner.
 - d. Maintain timely and effective lines of communication with the National Surveyor and other survey team members.

- e. Contribute to the survey report including timely drafting and sign off of the survey report.
- f. Complete Survey Evaluation Tools as requested.
- g. Participate in ongoing Surveyor training and professional development.
- h. Undertake, wherever possible, a minimum of one survey per year.

GENERIC SURVEYOR ROLE DESCRIPTION

As part of a Multi-Disciplinary Survey Team, you will conduct an independent accreditation survey of the Service/SCU to:

- validate the Service/SCU self-assessment against the National Accreditation Standards (NAS). This includes:
 - preparing for the survey by reviewing and critically analysing/evaluating Service/SCU documentation provided and requesting additional information as necessary.
 - Participating/observing in screening clinic and screening and assessment site visits as required.
 - observing relevant clinical meetings including multidisciplinary review meeting and other meetings as scheduled, including training.
 - meeting with clinical, management and administrative staff and other relevant stakeholders to gather further information as necessary.
 - actively contributing to Survey Team discussions throughout the survey process.
- engage in education and learning opportunities with the Service/SCU to facilitate continuous quality improvement through relevant discussions during the survey.
- provide constructive feedback to Service/SCU staff and other stakeholders regarding the Service/SCU performance against the NAS and suggest opportunities for quality improvement where relevant, acknowledging that Services/SCUs may take different approaches to meeting the NAS according to local condition.
- actively contribute to the drafting of the Survey Report which is considered by the Service/SCU and the NQMC as part of the Service's/SCU's accreditation application.

All BreastScreen Australia Surveyors are required to:

- Maintain an up-to-date knowledge of the BSA Program and in particular, the NAS.
- Maintain knowledge of contemporary practice and competence in their field of expertise and scope of practice and engagement with the BSA Program.
- Observe the Surveyor Code of Conduct.
- Demonstrate commitment to the principles of lifelong learning.

ROLE SPECIFIC POSITION DESCRIPTION

As the Senior Manager/ Service Director Surveyor, you will:

1. Assess performance against all the NAS, particularly Access and Participation, Data Management, Client Focus and Governance and Management NAS to:
 - a. validate the Service's self-assessment
 - b. report overall performance in context
 - c. identify examples of high-performance, as applicable
 - d. suggest appropriate quality improvement measures, as applicable
 - e. report overall performance in context
 - f. provide a whole-of-Service perspective within the context of the governance, structure and operations of the Service/SCU
 - g. provide an overview of the client journey and the client experience that reflects the unique characteristics and aspects of the Service's catchment.

SELECTION CRITERIA

Applicants who meet the selection criteria will be required to undertake Surveyor Training. Places may be subject to training place capacity and requirements across jurisdictional balance.

Applications should address the selection criteria and include a current CV, including details of two referees.

Surveyors must be able to commit sufficient time to prepare for surveys by reviewing documentation and contribute to preparing and finalising the survey report.

Essential

1. Minimum 3 years' experience in a management role in the BSA program.
2. Currently engaged with the BreastScreen Australia program as an employee or contractor.
3. Current working knowledge of the BreastScreen Australia program, including population-based screening principles.
4. Understanding of BSA National Accreditation Standards (BSA).
5. Ability to actively listen and communicate effectively and sensitively across a wide range of stakeholders at all levels.

Desirable

6. Demonstrated high-level skills and abilities across:
 - a. Interviewing, facilitation, analysis, synthesis, and critical thinking
 - b. Written, verbal and IT communications, including report writing and use of online meeting platforms such as Cisco Webex and Microsoft Teams
 - c. Time management and working to deadlines
 - d. Teamwork and building effective relationships.
7. Understanding of continuous quality improvement and risk management principles and practice.
8. Understanding and commitment to client-centred approaches in health care and/or management.
9. Understanding of commitment to and ability to apply population-based screening framework and principles.

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