

POSITION DESCRIPTION

Venue Manager

Relationships Australia

Location: Designated Venues
Reports To: Zone Director
Date Updated: February 2008

ROLE PURPOSE

To manage and support employees engaged in the provision of client services at designated venue(s) and outreach sites, while overseeing financial and asset management of these locations.

KEY RESPONSIBILITIES

Staffing Responsibilities:

- Provide employees with direction, and support employees, ensuring their participation in all aspects of clinical supervision
- Provide employees with relevant information relating to their area of work, and resources as required
- In consultation with clinical leaders, determine employee training needs and arrange and deliver training sessions as required
- Ensure all employees complete mandatory training, including workplace health and safety induction.
- Drive recruitment and selection processes for vacancies, ensuring positions are filled in a timely manner
- Conduct employee inductions, mid-point probationary reviews, and end of probationary reviews, within specified timeframes
- In consultation with Clinical Leaders, assist clinical employees with preparation for their clinical review and ensure the clinical review is conducted within the employees probationary period
- Schedule and conduct Professional Performance Reviews (PPR) in accordance with the annual planning cycle, including assisting employees with preparation for PPR's and implementation of agreed outcomes
- Manage and follow-up complaints for the venue, in consultation with the Client Services Manager, as per the Client Complaints Procedure.
- In consultation with Human Resources and Zone Director, manage employees performance issues, identifying these issues as early as possible
- Consult regularly with the Director - Practice and Director - Training in developing the organisation's service standards

Site Responsibilities:

- Promote the services of the Venue and program to the community and to referral sources where required
- In consultation with Director – Finance, ensure venue is managed within budget.

- Oversee the maintenance of the assets of the Venue (including the premises, reception, furnishings, staff equipment and facilities, client areas, vehicles and grounds)
- In consultation with the Marketing Manager, develop marketing plan for the venue and assist with implementation as required
- Ensure full compliance to legislative and regulatory standards, including all service agreement requirements, and Workplace Health and Safety (WH&S) legislative requirements, including annual evacuation and fire extinguisher training, appointment of a WH&S Representative and First Aid Officers, and regular maintenance of fire extinguishers
- Negotiate and implement an Operational Plan for the venue
- Oversee petty cash and client receipts to ensure venue generated income balances and is banked as required
- Provide Zone Director with timely and informative reports of factors affecting the delivery of client services as requested

Organisational Responsibilities:

- Adhere to the Code of Conduct in a manner that is consistent with both its spirit and intent
- Adhere to all organisational policies, procedures, standards and practices
- To act only in ways that advances RAQ objectives, values and reputation
- To act with honesty, integrity and good faith at all times
- To raise any issues or concerns in a manner consistent with RAQ complaints and grievance processes
- Other duties, consistent with skills and experience, as directed by the Zone Director

SELECTION CRITERIA

1. Possession of relevant tertiary qualifications, such as clinical area of expertise, is essential, and post-graduate qualifications in Management is highly desirable.
2. Substantial experience in managing the delivery of clients services whilst providing a high level of support and supervision to staff.
3. Demonstrated ability to deliver clinical services to clients, and knowledge of current theory and practice relating to the provision of human services.
4. Previous experience in effective time management.
5. Demonstrated competency in computer use (Microsoft Office, email and ability to learn new programs).
6. Highly developed interpersonal and communication skills, both written and verbal.
7. Ability to work with diverse groups such as young people, women, people with an intellectual disability, Aboriginal people, Torres Strait Islanders, and people from different socio economic backgrounds.
8. Ability to work as a team member within the ethos and values of Relationships Australia (Qld).
9. A commitment to professional growth.

It should be noted that Position Descriptions are under constant review and may be changed by the Chief Executive Officer at any time.