

## Position Description

### Venue Supervisor, ACO Cheltenham

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<b>Position Title:</b>	Venue Supervisor, ACO Cheltenham
<b>Manager (reports to):</b>	Team Leader, Social Services (ACO Edithvale & Cheltenham)
<b>Division:</b>	Client Services
<b>Program:</b>	Disability & Social Programs
<b>Primary Location:</b>	299 Centre Dandenong Road, Cheltenham, VIC 3192
<b>Other Location:</b>	Additional sites as required
<b>Classification (Grade/Level):</b>	Level 4 (Disability)
<b>Enterprise Agreement or Award:</b>	Victorian Disability Services (NGO) Agreement 2023 or its successor

### Better Health Network

Better Health Network (BHN) is a not-for-profit organisation providing integrated health and wellbeing services to people of all ages in communities across south-eastern Melbourne. We proudly provide a wide range of services to support healthy living, general wellbeing and social connection. These include specialist medical services, dental and allied health, nursing and counselling services, as well as aged care social supports and NDIS disability services. With the vision, *Your health, your choice, your way*, we exist to deliver accessible services that meet the needs of our communities and use our influence to create positive change.

Adult Community Options (ACO) support people with a range of abilities, from independent through to high and complex support needs. Our disability day programs are designed to enhance independence, health and happiness so our clients can live a fulfilled life.

We offer a variety of choices with interesting group and individual programs provided in community locations and at our 4 centres – Cheltenham, Clayton, Edithvale, Parkdale – each uniquely designed to support the needs of our differently-abled clients.

Our capacity and capability-building programs are aligned to 7 Life Areas:

1. Independent Living Skills
2. Creative Arts
3. Recreation & Leisure
4. Social & Relationship Skills
5. Mind Body Spirit
6. Pre-Work Skill Development
7. Civic & Community Inclusion

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### Position Objective

Under direction of the Team Leader, Social Services (ACO Edithvale & Cheltenham) this role is responsible for coordinating day-to-day operations, addressing immediate service needs, and supporting frontline staff to maintain safe, effective, and client-focused service delivery.

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### Key (Professional) Responsibilities

- Support staff to effectively deliver client services and outcomes.
- Leadership oversight daily programs at the venue; shift supervisor.
- Provide direct support to staff during shifts to ensure the effective delivery of client services and positive outcomes.
- Team coordination and support during shifts to promote a collaborative and high-performing work environment (allocation of staff to rooms/groups/individual support).
- Manage venue rostering daily.
- In consultation with the Team Leader regularly review venue rosters to ensure appropriate staffing levels – identification of on-going roster changes such as reduction or addition of permanent shifts.
- Contribute to maintaining accurate and timely documentation and reporting during shifts, ensuring information supports broader organisational transparency.
- In collaboration with the Team Leader, prepare program plans in line with industry standards.
- Implement shift activities in line with established Program Plans and under the guidance of the Team Leader.
- Ensure that daily operations align with program objectives and contribute to the achievement of strategic goals.

### Organisational Responsibilities

#### (Self) Leadership:

- Stay current with industry developments, enhancing professional knowledge and technical skills to maintain best practice.
- Adapt to organisational needs, undertaking additional responsibilities as required to support BHN's operations and strategic priorities.
- Ensure ongoing compliance, adhering to relevant legislation, funding guidelines, service standards, and contractual obligations.

#### Occupational Health & Safety:

- All employees are responsible for taking reasonable care of their own health and safety, as well as the safety of others affected by their actions at work, and for adhering to BHN's Occupational Health & Safety frameworks.

#### Risk Management:

- Actively identify, report, and manage risks to ensure a safe and efficient work environment.

#### Quality:

- Follow BHN's policies and procedures to ensure compliance and consistency in service delivery.
- Engage in quality improvement initiatives and actively involve clients in these activities when applicable.

#### Behavioural:

- All employees are expected to demonstrate behaviours and capabilities that align with our organisational values of Accountability, Collaboration, Respect, and Courage. These expectations are tailored to the level of responsibility associated with each role. The specific capabilities for this position can be found in BHN's Values Capability Matrix.
- Perform duties in accordance with BHN policies and procedures.
- Undertake other duties as reasonably directed.

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## Working Relationships

### Direct Reports:

- Nil

### Internal working relationships include:

- Program Manager Disability & Social Programs
- Team Leaders
- Client Support Professionals
- Client Support Workers

### External working relationships include:

- External service providers including but not limited to SIL staff and Support Coordinators.
  - Clients, families, carers.
  - NDIA planners & LAC's
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## Key Selection Criteria

### Essential Qualifications

- Cert IV Community Services (Disability).

### Essential Experience

- Demonstrated experience supervising disability supports.
- Demonstrated experience leading, supervising and/or mentoring staff.
- Demonstrated experience and competence using IT systems and client relationship management (CRM) systems.

### Essential Skills and Attributes

- Demonstrated understanding of relevant legislation including the NDIS Act 2013 (amended 2024), Vic Disability Act 2006.
  - Strong written and verbal communication and interpersonal skills.
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## Inherent Requirements

BHN endeavours to provide a safe working environment for all staff. The below describes the critical inherent requirements associated with this job.

### Physical

- Frequent movement, standing, sitting and computer tasks, manual handling, or use of equipment in line with role/task requirements

### Cognitive

- Attention to detail and task accuracy to minimise risk to self and others.

### Psychosocial

- Exposure to emotional situations; resilience required to manage stress.

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- Must report hazards, incidents, and follow safe work procedures (WHS duty of care).

### Compliance

#### Compliance Responsibilities:

It is the responsibility of both the Manager, and Incumbent(s) of the role to ensure the employee(s) performing the role meet relevant requirements of Professional Standards/Codes of Conduct imposed by AHPRA, National Boards, or under Industry Codes. It is the responsibility of both the Manager, in partnership with People and Culture, to ensure that probity checks remain compliant.

#### Probity checks must be completed as indicated

<input checked="" type="checkbox"/> National Police Check [Mandatory]*	<input checked="" type="checkbox"/> Working with Children Check [Mandatory]
<input checked="" type="checkbox"/> Evidence of Right to Work in Australia [Mandatory]	<input checked="" type="checkbox"/> NDIS Worker Screening Check
<input checked="" type="checkbox"/> Statutory Declaration NDIS Statutory Declaration	<input type="checkbox"/> Aged Care Worker Banning Order Check
<input type="checkbox"/> Professional Registration Choose an item.	<input checked="" type="checkbox"/> First Aid Certificate
<input checked="" type="checkbox"/> Current full or probationary driver's licence	<input checked="" type="checkbox"/> Vaccination Requirement Category A
<input checked="" type="checkbox"/> Other: NDIS Code of Conduct Acknowledgement	<input checked="" type="checkbox"/> Other: NDIS Worker Orientation Module

Please refer to the Credentiailling and Scope of Practice Policy for further information and the Immunisation Policy for details regarding immunisation categorisation, please note all Category A workers are required to be vaccinated annually for seasonal influenza. \*International Police Check required if the person has lived in any other country for at least 12 months in the past 10 years.

#### Position Description Authorised by:

Position Title:	
Program/Team:	
PD Version Number:	Date:
People and Culture Review	
People & Culture Signature:	Date: