

## POSITION DESCRIPTION

<b>Position Title</b>	<b>Gym Instructor</b>
<b>Position Code</b>	
<b>Business Unit</b>	<b>Wangaratta Sports and Aquatic Centre</b>
<b>Work Group</b>	<b>Health Programming</b>
<b>Position Classification</b>	<b>Band 3</b>
<b>Effective Date</b>	<b>1st November 2020</b>

### Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. In this context we have a vision to build the best sports, aquatics and events precinct in regional Victoria – bringing significant social, recreational, health and economic benefits to our community. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

### Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues. □
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

### 1. Position Objectives

- To work consistently to our vision of developing the Premier regional Sports & Events Precinct in Victoria.
- To provide supportive and encouraging instruction and education in fitness techniques and support our customers to achieve their health and wellbeing goals.
- To create a welcoming and inclusive gym environment, particularly focused on equitable access and monitoring safe use of space and equipment in the gym.
- To develop connection with members and visitors, and undertake administration tasks to support return visitation.
- To ensure a clean gym environment with all risks minimised throughout your shift.

## 2. Working Relationships

Reports to	Health Programming Coordinator
Supervisors	n/a

## 3. Key Responsibilities

### Fitness Program Delivery

- Design and conduct innovative, safe and effective workout programs both for individuals and for circuit-based gym groups – based on client need.
- Maintain supervision and support of participants at all times, including correcting dangerous technique when observed.
- Use a thorough needs analysis and goal-based approach in determining individual clients needs, and coach the individual through their plan.
- Evaluate and monitor participation in fitness programs.

### General

- Maintain a safe and pleasant environment for members and guests and other staff.
- Ensure the health and safety of all patrons using the facilities by ensuring the behaviour of customers is conducive to the provision of a safe leisure environment.
- Drive the WSAC retention program by providing contact and follow up calls and emails, as prescribed, to non-attending members.
- Assist the Health Programming Coordinator in the development of new and innovative programming opportunities or operational improvements.
- Maintain a high standard of personal presentation, openness and be approachable to clients and staff.
- Manage incident situations including delivering first aid and acting as an area warden for the gym, and document all follow up reporting requirements as per WSAC policy and procedure.
- Ensure any issues or problems that arise are dealt with in accordance with WSAC procedure and policy.
- Immediately report all maintenance, feedback and other issues relating to the efficient operation of the Centres.
- Ensure all items on the Gym checklist are completed on shift.

#### 4. Core Physical Requirements

- Capacity to lift items unspecified in weight within individual limits.
- Capacity to demonstrate or communicate without hinderance the exercises prescribed as per professional training, and ability to model progressions & regressions as appropriate.
- Capacity to walk up and down stairs frequently.

#### 5. Accountability and Extent of Authority

Gym instructors are accountable to the Health Programming Coordinator

- Work is performed within specific guidelines and under general supervision.
- Gym instructors have the authority to enforce Mitchell Leisure Centre's conditions of use regarding the safety and orderly behaviour of patrons.
- Maintain relevant records of tasks, activities and issues that have arisen during the shift.
- Take appropriate actions in the event of a safety, first aid or security incident, ensuring that the Health Programming Coordinator or Duty Manager are briefed appropriately.

#### 6. Judgement and Decision Making

- The incumbent is responsible for making decisions relating to the day to day gym instructor duties at WSAC.
- The objectives of the role are clearly defined with procedures clearly documented.
- Guidance and advice will always be available; however, in the event of an emergency the incumbent must have the ability to initiate the appropriate response, acting as an area warden depending on the situation.

#### 7. Knowledge and Skills

##### 7.1 Specialist Skills and Knowledge

- Good physical fitness and a sound knowledge of fitness education.
- Ability to solve minor customer problems and complaints in a fair and equitable manner.
- Demonstrated commitment and capacity to work flexible hours to reflect the operational requirements of the service.

- Ability to supervise and deliver fitness classes to a range of age groups and ability levels.
- Knowledge of Occupational Health and Safety procedures and practices within a fitness setting and the Centre's emergency procedures.

## **7.2 Management Skills**

- Ability to handle difficult situations, including emergencies, calmly and decisively.
- Ability to remain focused during challenging periods including peak service delivery
- Gym instructors must have good organisational skills, program planning and time management skills.
- Ability to maintain accurate records.
- Ability to assist and support other staff, where necessary, to ensure smooth operation of fitness and health programs.

## **7.3 Interpersonal Skills**

- Ability to follow instructions and guidelines.
- Approachable, positive attitude and the ability to relate to the patrons in a friendly, helpful manner.
- Strong people skills, including the ability to convey instructions and information to patrons and gain the cooperation of patrons in the administration of safety requirements.
- Good written communication skills for the purpose of completing routine work forms, including experience in Microsoft Office and centre management software (Perfect Gym)
- Ability to interact effectively with customers from a range of backgrounds, age groups, abilities and fitness levels.
- Display confidence and flexibility in service delivery and the execution of tasks.
- Ability to use own initiative and demonstrate self-motivation.

## **8. Qualifications and Experience**

- Experience in a busy leisure centre environment, assessing and delivering on clients needs while also providing supervision of a gym space
- Experience in designing and modifying individual programs to suit clients health needs and goals

- Passion for continually learning and valuing professional development and new innovations in the field
- Strong ability to connect and build relationships with diverse clients

**Minimum qualifications**

- Certificate 3 & 4 in Fitness and current registration with a fitness body (eg: Fitness Australia or similar)
- **HLTAID003** Provide first aid
- **HLTAID001** Provide cardiopulmonary resuscitation
- Working with Children Check

Must maintain a satisfactory Police Check

**Desirable**

- Strength and Conditioning Coach
- Professional development in the areas of: Older Adults, Mechanics of lifting, Kettlebells, Youth programming, Inclusive Practice,
- COTA Strength for life program

**9. Key Selection Criteria**

- Relevant qualifications & experience in the Fitness Industry
- Experience in developing fitness programs for people of diverse backgrounds
- Well-developed ability to maintain a safe working environment
- Strong computer skills and proficiency with digital forms, software, and programs
- Exceptional time management skills, and an ability to work in a collaborative environment

**Authorised by: Director – Corporate Services**

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**Date:**

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**Employee's Signature:**

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**Date:**