

### Health and Wellness Team Leader

<b>Position Number:</b>	500414
<b>Directorate:</b>	Advocacy and Communities
<b>Department:</b>	Community Planning and Delivery
<b>Reports to:</b>	Leisure Services Coordinator
<b>Classification:</b>	Band 6
<b>Employment Status:</b>	Permanent
<b>Location:</b>	<b>Kilmore Leisure Centre / Seymour Sports and Aquatic Centre</b> – all employees may be directed to move either permanently or temporarily to other offices within the Shire due to operational requirements
<b>Date created/amended:</b>	July 2021
<b>Employee signature:</b>	Date:     /     /

## About the Organisation

### Mitchell Shire

All employees at Mitchell Shire are expected to provide the highest standards of performance and customer service to ensure Council achieves its Vision, Values and meets organisational objectives.

### Vision

Together with our Community, create a sustainable future.

### Values

Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:



Working Together



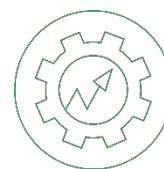
Respect



Customer Service  
Excellence



Accountability



Continuous  
Improvement

### Structure

Mitchell Shire Council is broken into three Directorates being:

- > Organisational Performance
- > Economy, Growth and Infrastructure
- > Advocacy and Communities



## About the Role

### Objectives

- > Responsible for the management of health and wellness programs at all Mitchell Leisure Services facilities ensuring the programs are of high quality, operate safely, efficiently and to budget.
- > Through the delivery of targeted programs, contribute to improving the health and wellbeing of facility users and Mitchell residents.
- > As a member of the senior Mitchell Leisure Services Leadership Team, responsible for contributing to the overall strategic and operational performance of the service.

### Key Responsibility Areas

#### Programs and Service Development

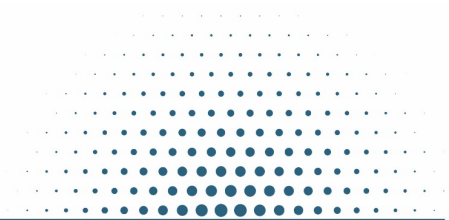
- > Manage the activities of the health and wellness programs at all Mitchell Leisure Services sites, ensuring optimal and appropriate utilisation of program facilities.
- > Ensuring the highest quality standards are maintained relating to health and wellness programs, service delivery and facilities in accordance with the standards recommended by the relevant industry bodies and relevant internal Mitchell Council policies.
- > Ensure compliance with plans, targets, budgets and reporting requirements relating to health and wellness programs
- > In collaboration with the Mitchell Leisure Services Leadership Team, introduce innovative programs that encourage residents to be active and involved, and promote health and wellbeing in the community
- > In collaboration with the Mitchell Leisure Services leadership Team, facilitate the evaluation of health and wellness programs and scheduling, to ensure programs are attractive, relevant and contemporary
- > Proactively identify opportunities for improvements in program approaches and processes
- > Develop and implement appropriate marketing campaigns for the Health and Wellness programs area as outlined in the annual Mitchell Leisure Services business plan.
- > Ensure industry best practice new membership and membership retention strategies are implemented to ensure maximum financial return and customer satisfaction are achieved

#### Professional Practice and Effective Teams

- > Manage, supervise and support staff in relation to the operation of the health and wellness programs, ensuring the achievement of high customer service and safety standards
- > Build effective teams, fostering cooperation, excellence, innovation and accountability
- > Ensure staff undertake their responsibilities in accordance with applicable policies, procedures and safety practices. In collaboration with the Manager Leisure Services, identify, and ensure the delivery of appropriate training to support this.

#### Human Resource Management

- > Provide leadership for Health and Wellness Staff within Mitchell Leisure Services
- > Responsible for the supervision and development of Health and Wellness Staff within Mitchell Leisure Services including performance development, training, recruitment and retention, performance management, annual reviews and implementation of relevant legislation including EEO and OH&S



- > Maintain adequate staffing levels through liaison with Business Operations, ensuring effective rostering for all Mitchell Leisure Services programs
- > Provide strong leadership which will promote the organisational culture of staff empowerment and continuous improvement
- > Ensure all staff qualifications are current and up to date in line with the role requirements
- > Perform effective on boarding of staff and provide ongoing feedback inclusive of assessments and appraisals

### Strategic and Business Planning

- > Participate in strategic and business planning for Leisure Services and undertake duties as assigned to support planning and address challenges
- > In consultation with the Manager Leisure Services, promote a positive image of the leisure services and support the implementation of an integrated marketing plan
- > Ensure the highest quality standards are maintained relating to health and wellness operations and service delivery, facility maintenance and cleaning
- > In consultation with the Manager Leisure Services, develop a suitable strategic plan for the successful management/supervision of health and wellness staff at both Indoor aquatic and Leisure Centres that ensures service consistency at all sites.
- > Assist the Manager Leisure Services in undertaking service planning, benchmarking and competitor analysis for the management and operation of the health and wellness facilities, services and programs

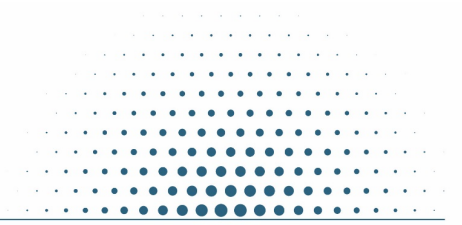
### Financial and Resource Management

- > Ensure the health and wellness programs operates effectively, within budget and adhere to KPIs.
- > In consultation with the Manager Leisure Services, manage and monitor the annual health and wellness budget
- > Ensure industry best practice health and wellness membership, membership retention and general administrative efficiency strategies are implemented to ensure maximum financial return and customer satisfaction are achieved
- > Ensure that all administrative procedures are followed in relation to the recording of health and wellness programs statistical data. This should include accurate maintenance of the membership database, financial receipts/invoices, expenditure, attendances and bookings, and such information as is required for daily recording function, or as requested by the Manager Leisure Services

### Safe Operations

- > Ensure that the staffing levels, training and performance supports the safe and appropriate delivery of services and programs
- > Ensure systems that are in place to support a safe physical environment are followed
- > Respond promptly and appropriately to emergencies, adverse events, complaints and issues relating to the health and wellness programs, ensure reporting requirements are adhered to
- > In collaboration with the Mitchell Leisure Services Leadership Team, support the maintenance of health and wellness program facilities and equipment

### Other Duties



- > Responsibilities and duties included in this position description are subject to the multi-skilling and job rotation provisions of the Mitchell Shire Council current Enterprise Agreement and or any supplementary agreements and where applicable the appropriate award.

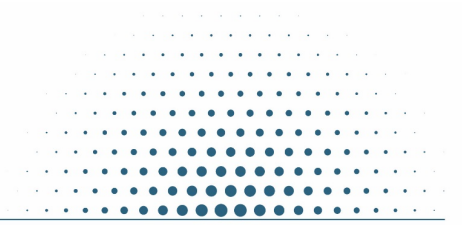
## Organisational Relationships

### **Internal contacts**

- > Manager Community Planning and Delivery
- > Leisure Services Coordinator
- > Mitchell Leisure Centre staff
- > Mitchell Shire Council Staff

### **External contacts**

- > Facility users / members
- > Residents/Ratepayers
- > Government and industry bodies
- > Sporting groups
- > Schools
- > Community health and medical service providers
- > Service providers and contractors
- > Statutory Authorities
- > Leisure staff at other Municipalities



## About You

### Key Selection Criteria

1. Minimum 2 years of management within recreation, facility management, leisure services or facility management.
2. Strong, effective leadership skills, including the ability to establish a work environment that motivates and supports staff to deliver quality services.
3. Financial management skills, including the ability to set and manage the controllable budgets of multiple leisure facilities effectively and accurately.
4. Well-developed communication skills including the ability to prepare reports, business cases and deliver training to Operational staff.
5. Human Resource management of staff including recruitment, performance development and providing constructive feedback.
6. Proven history of Risk and Occupational Health and Safety compliance and Risk mitigation ensuring quality standards are met.
7. An ability to set and achieve objectives and deliver projects on time, within budget allocations and despite conflicting pressures.

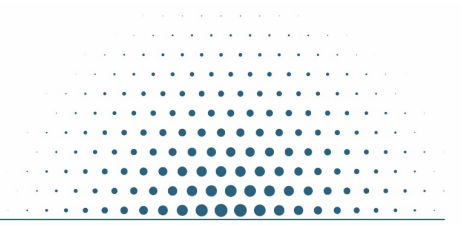
### Qualifications and Experience

#### Essential

- > Relevant degree or diploma and demonstrated experience in the health and wellness industry.
- > Minimum 2 years demonstrated health and wellness team management experience in the leisure services industry.
- > Current specific qualifications:
  - > Fitness Australia Registration
  - > Current Level 2 First Aid Certificate
  - > Current CPR Certificate
  - > Current Driver Licence and Working with Children Check
  - > Certificate 4 in Fitness
- > Demonstrated experience directly managing multi health and wellness sites and staff teams.
- > Leadership and strong people management skills, including the ability to engage and gain co-operation from staff and stakeholders.
- > Commitment to innovation in the provision of high quality and inclusive programs that promote health and wellbeing.
- > Experience in budget management, resource management and reporting
- > Advanced knowledge of the OH&S framework and compliance requirements relevant to leisure services.
- > Sound knowledge of and demonstrated experience in implementing HR policies and practices.
- > Skills in managing time, setting priorities, planning, and achieving set objectives on time and on budget.
- > Strong verbal and written communication skills

#### Desirable

- > Pool Lifeguard Award in order to undertake Duty Manager responsibilities as required
- > Additional industry specific program qualifications
- > Evidence of continuing professional development
- > Broad understanding of the role of Local Government in leisure service provision



## Position Requirements

### **Accountability and Extent of Authority**

The incumbent is responsible and accountable for:

- > The quality, effectiveness, cost and timeliness of programs
- > The safety and security of resources relevant to the health and wellness programs, and staff awareness of and compliance with OHS policies and procedures
- > Supporting the Manager Leisure Services and members of the Mitchell Leisure Services Leadership Team
- > Freedom to act is determined by set objectives, plans and budgets, within prior consultation and regular reporting

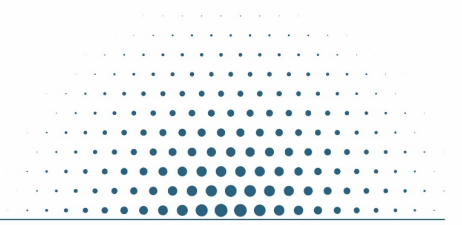
### **Judgement and Decision Making**

- > Ability to make logical decisions and evaluate alternatives
- > Ability to make clear unbiased decisions
- > Ability to be fair and equitable
- > Sound knowledge of a wide variety of Council issues, with this knowledge used to assist in the development of policies and procedures to ensure customer expectations are met quickly within the constraints of budget and Council policy
- > Ability to deal with problems, which may be complex on occasion, requiring the ability to draw on previous experience to develop solutions.
- > Guidance and advice not always available.
- > Ability to exercise independent judgment within the parameters of the role

### **Specialist Skills and Knowledge**

The following knowledge and skills are required to be utilised and demonstrated:

- > Demonstrated sound knowledge of legislation and regulations governing health club, group exercise and wellness programming and marketing, first aid, resuscitation and public safety requirements.
- > The ability to provide appropriate recommendations to clients relating to health and wellness membership options and suitability
- > The ability to perform and demonstrate appropriate health and wellness activities and the ability to effectively impart knowledge of health and wellness skills to clients and staff appropriately and effectively.
- > Ability to formulate and administer program plans/timetables to achieve effective, well organised classes and demands on facilities by members.
- > The incumbent must have excellent customer service skills, a sound knowledge of duty management procedures, office procedures, computer software and pool plant knowledge.
- > Understanding of the department procedures and work practices that apply to the operation of health and wellness programs in Leisure Services
- > Understanding of the objectives and goals of Leisure Services and general understanding of the objectives of the Division in relation to health promotion and community engagement
- > Knowledge of Council's policies and procedures relevant to supervision and training, including OH&S and basic HR practices
- > Computer literacy



### **Management Skills**

- > Excellent leadership skills, including the ability to manage and supervise staff, problem-solving skills, initiative and strong program planning skills
- > Demonstrated ability to supervise staff, to ensure adherence to Equal Employment Opportunities and to Occupational Health & Safety policies and procedures
- > Knowledge and skills to plan, establish priorities and manage own and other staff time and workloads, for the successful completion of the objectives of the position within set timelines.

### **Interpersonal Skills**

- > Ability to gain cooperation and assistance from staff for supervision and from clients for undertaking defined activities
- > Writing skills for reporting and routine correspondence
- > Oral communications skills appropriate to supervision of staff, the application of basic HR practices, collaborating with peers and supporting the Manager Leisure Services





## Appendix A - Conditions of Employment and Responsibilities

### **Agreements, Legislations and Awards**

Employment conditions for all employees are in accordance with the relevant award, employment contract, industrial agreement, organisational policies and procedures as amended.

Current Certified Agreements at Mitchell Shire Council are:

- > Mitchell Shire Council Enterprise Agreement
- > Early Education Employees Agreement

Current Awards at Mitchell Shire Council are:

- > Victorian Local Authorities Award 2001
- > Nurses (ANF Victorian Local Government) Award 2002
- > National Training Wage Award 2000

### **Asset Management**

Employees are expected to familiarise themselves with and abide by the Council's Asset Management policies, plans and strategies.

### **Charter of Human Rights Compliance**

Council employees should demonstrate, respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:

- > Making decisions and providing advice consistent with human rights
- > Actively implementing, promoting and supporting human rights

### **Child Safe Standards**

Mitchell Shire Council is committed to ensuring the implementing of Child Safe Standards within our organisation. As such:

- > All children, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background, have equal rights to protection from abuse and neglect
- > There is zero tolerance for all forms of abuse and neglect towards children
- > All allegations, concerns and complaints brought to the attention of Mitchell Shire Council will be taken seriously and acted upon in a timely manner and reported to the relevant authority
- > Best practice standards will apply in the recruitment of staff, volunteers and contractors
- > People engaged in child-related work, including volunteers and contractors, are required to hold the applicable Working with Children Check and to provide evidence of this check
- > A statement of our commitment to child safety requirements is included in induction
- > Mitchell Shire Council have risk management strategies in place to identify, assess, and take steps to minimise risks to children
- > Allegations of abuse, neglect and safety concerns will be recorded using incident reporting systems, including investigation updates
- > All personal information considered or recorded will respect the privacy of the individuals involved under the Privacy Act and the best interests of the child will be considered when sharing information with relevant authorities and agencies





### **Corporate Recordkeeping Responsibilities**

Mitchell Shire employees should demonstrate the following;

- > Understanding records management obligations and responsibilities
- > Making and keeping accurate and complete records of business activities and decision making
- > Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters
- > Ensuring the quality and accuracy of the data used or entered on Council databases and systems
- > Destruction of Council records are not to occur without authority from the Corporate Information Department.

### **Code of Conduct**

The Code of Conduct outlines standards of conduct and behaviour that must be demonstrated by all Mitchell Shire Council employees, volunteers and contractors. You need to familiarise yourself with the Code and observe its provisions. Breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

### **Corporate Induction**

You will be required to attend a Corporate Induction within your first month at Council, commencing at 9am at Mitchell Shire Council Civic Centre on a date to be advised.

The People and Culture team also conduct quarterly bus tours of the Shire. This gives new employees the opportunity to see the shire in full and be familiar with our sights and operations.

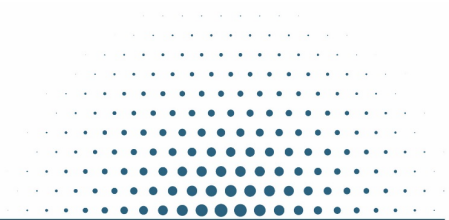
### **Customer Service**

Customer Service Excellence is one of Mitchell Shire Council's values and therefore staff are required to;

- > In accordance with Council's Customer Service Procedure, be proactive in the delivery of services ensuring that quality customer service is provided always whether the communications are delivered personally, electronically, written or by telephone with the customer
- > Ensure a high-quality customer focused service at all times.
- > Contribute to excellence in service delivery and present a positive image for Council
- > As required, maintain effective and co-operative communication with all customers, community groups/organisations, business, Council and other Government authorities
- > Provide service in accordance with Council's Customer Service standards

### **Drivers Licence**

If you are required at any point to drive a council or personal vehicle for business use, it is a condition of employment that a current Driver's licence is maintained. *Loss of your driver's licence may result in the termination of employment.* If your driver's licence is suspended or cancelled, you must inform your manager immediately.



### **Emergency Management**

As part of the duties associated with this position, the incumbent may be requested to assist Mitchell Shire Council in responding to an emergency, should one arise, affecting the operation of council and/or the wellbeing of the Community.

### **Hours of Work**

It is appropriate that you arrange your ordinary hours of duty with your Manager to meet the demands of the position. Mitchell Shire Council offers flexible working arrangements (where operationally viable) to encourage work life balance. A standard full-time employee works 76 hours per fortnight (this varies depending on department), with additional hours each day if a monthly ADO is being accrued.

### ***Accrued Day Off (ADO) and Rostered Day Off (RDO)***

An ADO/RDO is applicable for some positions, with the following arrangement;

#### ***Monthly ADO***

A Monthly ADO is available to full time staff. As a full time, indoor staff member, the standard working day is 7.6 hours. By working an additional .4 hours per day, you are able to accrue one day off per month. For full time library staff, the standard working day is 7 hours. By working an additional 0.36 hours per day, you are able to accrue one day off per month.

ADO's must be taken at a mutually convenient time. Your Manager will approve when the ADO is to be observed, based on service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

#### ***Fortnightly ADO***

A 9-day fortnight generally applies to outdoor staff. This is accrued by working 8.5-hour days for 9 days per fortnight, with the 10<sup>th</sup> day being the RDO. Your Manager will determine and roster the day that is to be observed to suit service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

### **Motor Vehicle**

Where a position is allocated a **full private use vehicle** entitlement, the employee may opt to take a cash option of their vehicle allowance and utilise their own private vehicle.

Where a position is allocated **commuter use of a council vehicle**, that vehicle is not to be utilised for any personal use without prior arrangement from the Director.

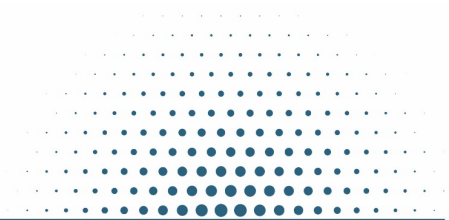
More information on Vehicle and Travel allowances can be found in the Motor Vehicle Policy.

### **Policies and Procedures**

The terms of the Council's policies are not incorporated as terms of this Agreement and are not intended to create any legally enforceable rights on the part of the Officer, but the Officer must abide by them because they are lawful and reasonable directions of the Council.

### **Pre-Employment Checks**

Your employment is dependent upon successful completion of a National Police Check prior to commencement. The cost of this check will be borne by Mitchell Shire Council.



Working with Children Checks are compulsory for some staff and must be provided prior to commencement. These are to be maintained at the employee's own expense.

A Pre-Employment Medical Check *may* be conducted on staff, to ensure they are able to operate in their role safely and effectively.

### **Qualifications Required for the Role**

It is a condition of your employment that you maintain the qualification and memberships that are identified in the Position Description. The cost of maintaining those qualifications and memberships will be borne by the employee. Any Continuing Professional Development (CPD) hours required to maintain your qualification and memberships are to be undertaken outside of normal working hours.

### **Qualifying Period**

All employees are required to complete a six-month qualifying period from the commencement of their employment. Management shall assess employees' performance on the job, including the satisfactory achievement of the performance objectives set in the employee's commencement plan, skills and knowledge represented, the commitment to and how the employee's work reflects the core values, attendance, and cultural fit.

Management shall determine during the qualifying period whether the employee has/is successfully achieving the requirements of the role. Where, in the opinion of management, the employee will not or has not successfully achieved these requirements, employment may be terminated during the qualifying period.

### **Recognition of Prior Service**

Recognition of Prior Service can be made for those employers listed as applicable under the Local Government (Long Service Leave) Regulations 2012.

An application for RPS must be made to the payroll department on your Employee Registration Form upon commencement (no later than 2 months after commencement).

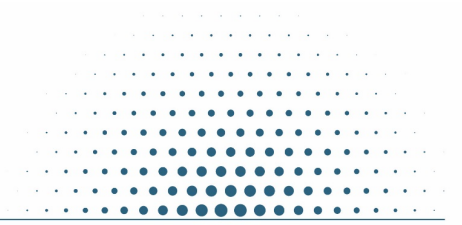
### **Payroll**

Payment of salary is made on a fortnightly basis (currently every second Wednesday), by electronic transfer to your nominated financial institution account.

### **Risk Management and Occupational Health and Safety**

Council Employees should comply with Occupational Health and Safety Legislation, Risk Management requirements and all Council policies, procedures and guidelines. This includes (but is not limited to) the following:

- Perform all duties in a manner which demonstrates due care for your own and others health and safety
- Comply with Risk and OHS documentation and legislative requirements
- Identify and report hazards, risks, incidents or health and safety issues as soon as possible.
- Participate in Risk, Safety and Health Initiatives including investigations, implementation of corrective actions, risk assessment or return to work arrangements.
- Wear and maintain all issued personal protective equipment.



### **Superannuation**

Council will contribute to the Vision Super Scheme or an approved superannuation fund of your choice on your behalf at the rate of 9.5% of the base salary offered (excluding staff who have agreed a Total Remuneration Package (TRP)). This contribution amount is in addition to (not deducted from) your base salary.

### **Types of Employment**

Employees should be aware that Mitchell Shire Council employs staff on several types of employment contract. This includes the following types;

**Casual Employees** will be employed on an hourly basis to work on an intermittent or irregular basis. We cannot guarantee set hours of work. In order to manage our casual staff, we undertake periodic database checks. Any casual employee who has not worked within that period may automatically be removed from the system.

The hourly rate of a casual employee includes the 25% loading in lieu of annual leave, personal leave, public holidays and severance entitlements.

**Part Time Employees** can work hours in addition to their contracted hours. These hours will be paid at ordinary rates. Employees can work ordinary rates to a maximum of 38 hours within a week, for library staff 35 hours. Any hours worked in addition to maximum hours will be paid at overtime rates or time in lieu will be calculated in accordance with the Enterprise Agreement, Award and policy as amended from time to time.

### **Variances to Duties**

In line with operational requirements of Council it may be necessary, to vary your work duties and/or position description. Such changes would be discussed with you prior to initiation and will be compliant with the nature of the work for which you were employed.

You may be required to work from or relocate to any Council work site within the Council municipality depending on operational requirements.

### **Working with Children Check**

Where a valid Working with Children Check is a mandatory requirement of the role, employees must immediately report to their Manager and People & Culture any revocation or cancellation of their WWCC. Council will consider the circumstances involved and determine the appropriate action, which may include termination of employment based on the evidence or issues leading to the revocation.