

POSITION DESCRIPTION

POSITION TITLE:		Group Exercise Instructor			
POSITION NO:		TBC (PC&C)	CLASSIFICATION:		Band 3
DIVISION:		City Works and Assets			
BRANCH:		Recreation and Leisure Services			
UNIT:		Health & Fitness / Aquatic Programs			
REPORTS TO:		Team Leader Group Fitness (Group Fitness and Aqua Programs)			
		Aquatic Sport Team Leader (Swim Programs)			
POLICE CHECK REQUIRED:	Y	WORKING WITH CHILDREN CHECK REQUIRED:	Y	PRE-EMPLOYMENT MEDICAL REQUIRED:	Y

Yarra City Council committed to being a child safe organisation and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

POSITION OBJECTIVES

The Group Exercise Instructor reports to the Group Fitness Team Leader OR Aquatic Sport Team Leader (dependant on program type) and is responsible for conducting safe, appropriate and motivating high quality Group Exercise programs in line with industry guidelines and program Key Performance Indicators. The Group Exercise Instructor is responsible for motivating, educating and enhancing the participant's experiences, through developing a good rapport and effective communication.

ORGANISATIONAL CONTEXT

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major

imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The Richmond Recreation Centre, Collingwood Leisure Centre and Fitzroy Swimming Pool form the key centres of the Leisure Service branch. The Recreation and Leisure Services branch are responsible for delivering accessible and relevant activity and participation programs across the municipality.

ORGANISATIONAL RELATIONSHIPS

Position Reports to:	Group Fitness Team Leader (Group Exercise and Aqua Aerobics) Aquatic Sport Team Leader (Swimming Programs)
Position Supervises:	Nil
Internal Relationships:	Yarra Leisure and City of Yarra Staff
External Relationships:	Members, casual users, contractors, community groups and clubs.

KEY RESPONSIBILITY AREAS AND DUTIES

General

- Maintain mandatory qualifications for this position at all times
- Complete all induction and internal training requirements as directed
- Represent Yarra Leisure in a professional manner
- Maintain a safe and pleasant environment for members, casual guests, key stakeholders and Yarra Leisure staff
- Maintain a high standard of personal presentation at all times presenting in your supplied uniform, maintained in a clean and presentable condition
- Administer first aid and complete all necessary paperwork as required
- Ensure any issues that arise are dealt with in line with Yarra Leisure policies and procedures
- Report all incidents, accidents and any other matters relating to operational efficiency via the appropriate channels per Yarra Leisure's policies and procedures.
- Immediately report any maintenance requirements to the facility Duty Manager on shift using the reporting mechanisms detailed within the Yarra Leisure Policies and Procedures.
- Attend all Group Exercise, Health & Fitness and wider branch meetings as directed

Program Delivery

- Design and conduct innovative, informative and effective programs
- Maintain uninterrupted supervision and support of class participations at all times
- Ensure safety of participants, particularly in the use of equipment.
- Provide clear and constant communication to participants
- Accurately evaluate and monitor participant progress and wellness during the program
- Collect and return any equipment used during the program to the appropriate storage area.
- Report any damage to equipment or facilities to the Duty Manager on shift

- Take responsibility for the setup and pack up of program areas and ensure that they are left clean and tidy
- Assist the Team Leader's in the development of new and innovative programming opportunities or operational improvements
- Ensure all participants have the correct ticket / pass for the class and that they are collected at the beginning of each class.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

General

- Group Exercise Instructors (including Aqua) are accountable to the Group Fitness Team Leader
- Group Exercise Instructors (Swimming Programs) are accountable to the Aquatic Sport Team Leader
- Work is performed within specific guidelines and under general supervision
- Group Exercise Instructors have the authority to enforce Yarra Leisure's conditions of use regarding the safety and conduct of patrons
- Maintain relevant records of tasks, activities and issues that have arisen during the shift, in line with Yarra Leisure's policies and procedures
- Take appropriate actions in the event of a safety, first aid or security incident and ensure that the Team Leader and Duty Manager are briefed appropriately
- Group Exercise Instructors are accountable for the quality, quantity and timeliness of their own work including class preparation and content competence

Safety and Risk

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

Sustainability

- Embrace the following Sustaining Yarra principles through day to day work:
 - Protecting the Future
 - Protecting the Environment
 - Economic Viability
 - Continuous Improvement
 - Social Equity
 - Cultural Vitality
 - Community Development
 - Integrated Approach

Yarra Values

- Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:
 - Respect
 - Teamwork
 - Innovation
 - Sustainability
 - Accountability
 - Integrity

JUDGEMENT AND DECISION MAKING

- The objectives of the role are clearly defined with the procedures documented
- Guidance and advice will always be available; however in the event of a safety crisis the incumbent must use personal judgement to initiate the appropriate response, depending on the situation and in line with Yarra Leisure policies and procedures.

SPECIALIST KNOWLEDGE AND SKILLS

- Good physical fitness and a sound knowledge of education in an exercise environment
- 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 exercise classes to a range of age groups and ability levels
- Knowledge of occupational Health and Safety procedures and practises within a fitness setting and within Yarra leisure policies and procedures.

MANAGEMENT SKILLS

- Ability to handle difficult situations, including emergencies, calmly and decisively
- Ability to remain focussed during challenging periods including peak service delivery
- Ability to maintain accurate records and understand personnel proactives such as Code of Conduct and Evacuation Procedure
- Ability to assist and support other staff, where necessary, to ensure operations of fitness and health programs

INTERPERSONAL SKILLS

- Ability to follow instructions and guidelines
- Approachable, positive attitude and the ability to relate to 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 programs.
- 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 when solving minor problems

QUALIFICATIONS AND EXPERIENCE – Group Fitness and Aqua Programs

Essential

- Current Level 2 First Aid Certification (HLTAID003)
- Current CPR Certifications
- Current employee Working With Children Check (Employee)
- Willingness to undertake a National Police Check
- Professionally trained and certified by a nationally recognised organisation to teach individuals in the specific class type required providing safe and effective exercises. (Fitness Australia Certification or equivalent)

Desirable

- Experience as a Group Fitness Instructor in a Leisure Centre environment
- Les Mills Program Certification/s
- Spin Accreditation
- Boxing Accreditation
- Yoga and/or Pilates Certification
- Zumba Certification
- Any other program specific certifications
- Certificate III and IV Fitness

QUALIFICATIONS AND EXPERIENCE – Swim Programs

Essential

- Current employee Working With Children Check
- Willingness to undertake a National Police Check
- Current CPR Certifications
- Current teacher of Swimming and Water Safety (TSW)
- Teacher of Towards Competitive Strokes (TSC) or Equivalent

Desirable

- AUSTSWIM Teacher of Adults
- Swimming Australia Development Coach
- Swimming Australia Advanced Coach

KEY SELECTION CRITERIA

- Demonstrated ability to lead an enjoyable, informative and productive exercise class
- Strong interpersonal skills and a demonstrated effective communication skills
- Ability to design and implement safe and effective programs
- Demonstrated ability to be proactive and a motivation to succeed in increasing class participation and occupancy.
- Demonstrated commitment to ongoing professional development and maintenance of industry certifications and best practise techniques