

# POSITION DESCRIPTION

POSITION	POSITION NUMBER
Health Club Officer	
CLASSIFICATION	LOCATION
Band 3A	Ballarat Aquatic & Lifestyle Centre
DEPARTMENT	DIVISION
Recreation Services	Development & Growth

## Position Objectives

The Health Club Officer is responsible for:

- Facilitating quality services in accordance with sound practices consistent with various relevant authorities, legislation, guidelines and Codes of Practice relevant to a major regional aquatic centre.
- Design and implement safe and effective exercise programs, instructing users in correct exercise technique.
- Ensuring that the Ballarat Aquatic Lifestyle Centre (BALC) provides quality customer service at all times.
- To be approachable and assist colleagues to the best of their ability when required.
- Motivate, educate and enhance each participant's experience.
- Instruct participants in a safe and controlled environment.

## Key Responsibility Areas

The key responsibilities associated with the position of the Health Club Officer are:

- Conduct Health and Wellbeing screening and evaluation of Health Club users.
- Design safe and effective exercise programs.
- Conduct program induction and instruct users in correct exercise technique.
- Responding to questions and minor problems that arise day to day on the gym floor and in a one to one environment.
- Attendance at workshops and seminars, with a commitment to ongoing professional development.
- Constructively participate in team meetings.
- Responsible for the supervision of gym users.
- Ensure they have an understanding of all safety and emergency evacuation procedures.
- Maintain the gym area in a clean and tidy fashion throughout each shift.
- Undertake basic cleaning and maintenance duties to the gym and gym equipment as directed by the Team Leader, Health Club.
- Ensure the timeliness of response and quality of service to ensure that customer expectations are met by implementing BALC's quality control systems and procedures.
- Identify any areas for improvement within the health club area and advise the Team Leader.

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From a Health & Safety perspective the City of Ballarat requires the following:

## *All Employees and Volunteers*

- Report hazards and incidents as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in team meetings.
- Comply with the City of Ballarat safety system.
- Participate constructively in all forums set up to investigate, improve or communicate safety.

REPORTS TO:	DIRECT REPORTS:
<b>Fitness &amp; Community Engagement Team Leader</b>	N/A
ORGANISATIONAL RELATIONSHIPS	
Internal: All units of the City of Ballarat	External: General Public

## Accountability and Extent of Authority

- Provide information, support and guidance to users within the Health Club, following the recommended guidelines as provided by the Team Leader, Health Club.
- The achievement of agreed, specific performance objectives for the position.
- The adoption and implementation of safe working practices and procedures.
- Accountable for the confidentiality of all program related documentation within the position.
- Accountable for maintaining a high level of professional ethics at all times.
- Ensure appropriate care and use of assets and equipment.

## Judgement and Decision Making

- Have the ability to work effectively, constructively and successfully as part of a team with a wide range of people from diverse backgrounds and groups.
- Any issues that arise that are outside the scope of the position are referred to the Team Leader, Health Club.
- Guidance and advice is always available to help make effective decisions based on well-defined objectives.
- Responsible for on the spot assessment of individual user needs, with the ability to select an appropriate option from existing processes and techniques.
- Utilise discretion when dealing with -users with sensitive issues or needs

## Specialist Skills and Knowledge

- Ability to design and implement safe and effective exercise programs, instructing participants in correct exercise technique.
- Ability to demonstrate initiative and innovation relevant to the position.

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- Understanding of HR and OHS policies and practices, as well as work practices and procedures, relevant to the role.
- Knowledge of exercise testing and prescription.
- Knowledge of centre programming, and membership services.
- Well-developed literacy and numeracy skills.
- Ability to use Microsoft Word and Excel.

## Management Skills

- Basic skills in managing time, planning and organising their individual work to achieve specific and set objectives in the most efficient way, given available resources and within set timetables.
- Assist other Health Club staff by providing guidance, advice and training on routine technical and procedural Health Club matters.
- Provide input to continuously improve the Health Club area in consultation with the Team Leader, Health Club.

## Interpersonal Skills

- Ability to communicate effectively with employees and users of the Health Club.
- Ability to resolve minor problems/situations.
- An awareness of self attributes and the part they play in communicating with others.
- Ability to work in a team environment.
- Ability to demonstrate integrity and respect in all aspects of the position.
- Excellent presentation skills.
- Appreciation of the different needs of individuals and the ability to convey tolerance and sensitivity to users' values and beliefs.
- Demonstrated listening and empathetic skills.
- A willingness to be proactive in promoting Council's services.
- Friendly, approachable and positive approach with a desire to provide a positive customer experience.

## Qualifications and Experience

- Experience working within a similar role in the fitness industry delivering Health assessments and programming holding the required certificates and registrations.
- Certificate III in Fitness (essential).
- Certificate IV in Fitness (preferred).
- Registration with Fitness Australia or equivalent.
- Current Level 2 First Aid certificate, including current CPR.
- Current Working with Children Check.

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## SELECTION CRITERIA

- Qualifications and experience as listed above.
- Demonstrated ability to champion, model and promote the corporate values.
- Current Registration with Physical Activity Australia or Fitness Australia. (Required)
- Be committed to on-going personal and professional development to maintain industry knowledge at the highest level giving the ability to design and implement safe and effective exercise programs and instructing participants in correct exercise technique.
- Strong communication skills, both written and verbal.
- Be proactive and motivate to succeed.
- Demonstrated ability to implement, monitor and adhere to health and safety policies and procedures.
- National Police Check
- Flexibility to work across a seven (7) day roster