

Personal Trainer - Position Description

POSITION TITLE	Personal Trainer
DEPARTMENT / INDUSTRY	Recreation
AWARD / AGREEMENT	Fitness Industry Award 2020
CLASSIFICATION / GRADE	Level 3A – Level 4A

About YMCA South Australia

“We work together from a base of Christian values to provide opportunities for all people to grow in body mind and spirit” (our mission).

YMCA South Australia is a not-for-profit community organisation that has served the South Australian community for 175 years. With approximately 1,200 employees (and growing), we deliver programs and services across the state in settings including community recreation centres, swimming pools, health and fitness facilities, community centres, camps, early education and schools and youth services.

Our aim is to develop the whole person, helping all South Australians connect with a better life. Not only their physical fitness and capabilities, but also their sense of identity, purpose, hope and dignity; psychological health; resilience; social connectedness; lifelong learning; and their own contribution back into the community. All the elements that together constitute a full, healthy, productive, and satisfying life.

Our vision is to see **“lives enriched through wellbeing”** in this wider, and more integrated, sense across all of the South Australian communities in which we work.

The Y Factor

YMCA South Australia’s culture is characterised by what we call “the Y Factor” – **“genuine care for the whole person, for every person.”** This ethos runs deep at the Y, being evident in our rich history of positive change around the world. This kind of authentic concern for others opens the opportunity for deeper and more profound impact – both on the community’s wellbeing and our own as staff and volunteers. The YMCA is an environment in which everyone is to be recognised and appreciated as the unique and inherently valuable person they are. A place in which every person can “grow in body, mind and spirit”.

For further information regarding YMCA South Australia, please visit www.sa.ymca.org.au.

Position Summary and Requirements

“As a member of staff at YMCA South Australia, this position requires you to work as part of a team committed to goals and mission that actively fosters community participation and involvement.”

Personal Trainers must possess a genuine desire to encourage and support their clients to achieve their health and fitness goals. Personal Trainers are relied upon to motivate, educate and enhance each client's experience. Through developing a rapport with clients, the Personal Trainer fosters a commitment to improving the health and wellbeing of their community.

Areas of accountability	Key duties	Measures
Operations	<ul style="list-style-type: none"> • Building rapport with all members and staff. • Complying with all of YMCA South Australia's Policies and Procedures, including procedures for safety, training, document control, corrective and preventative action and customer complaints. • Undertake, where appropriate, self-development through industry training and development courses. • To perform other duties associated with the operations or maintenance of the Health Club or its programs and services. • Read and keep up to date with area communications, manuals and memos that are relevant. • Maintain a working knowledge and understanding of the Clubs Emergency Action Plan. 	<ul style="list-style-type: none"> • Attend at least 90% of team meetings. • Read and acknowledge internal communications and procedures. • Incident reports completed as per the YMCA Incident Management Policy.
Personal Training	<ul style="list-style-type: none"> • Conduct one on one and group personal training sessions. • Work as a team member to provide the very best fitness and nutrition advice and counselling in a friendly atmosphere and within scope. • Provision, supervision and advice on programs for clients. • Ensure any equipment faults are reported. 	<ul style="list-style-type: none"> • Punctual to commencement of client training sessions. • Feedback from clients is 99% +ve. • Agreed upon quota of clients held at any one time. • Assist clients attain at least 90% their goals as set out in Health Start appointments. • Equipment faults reported within 30 minutes or immediately after a client training session.

	<ul style="list-style-type: none"> • Support of membership retention and marketing strategies. • Maintain responsibility for assigned clients, find own replacement if unable to work, and telephone change through to the Club. • Attend regular Personal Training workshops. • Be professionally presented at all times. • Keep up to date with Industry trends. • Maintain current qualifications and registration. • Provide exceptional customer service at all times. • Maintain a focus on 'Big Picture' issues across the Club. • Comply with YMCA systems relating to the screening, management and provision of corrective exercises to all clients. • Undertake other duties commensurate with salary. 	<ul style="list-style-type: none"> • Less than 10% client session cancellations caused by trainer unavailability.
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Key Relationships

Reporting to:	Health & Fitness Director
Direct Reports:	N/A
Key Internal Relationships:	Health & Fitness Instructors Group Fitness Instructors
Key External Relationships:	Patrons and key stakeholders of YMCA South Australia Centre Members Community Groups

Selection Criteria

Qualifications and Licences – Essential

- Certificate IV in Fitness.
- National Criminal History Records Check (NCHRC) (must be within 6 months of issue date).
- International police check (for applicants who have worked overseas in the last 5 years).
- DHS South Australian Employment Working with Children Check (WWCC).
- HLTAID009 Provide CPR.
- HLTAID011 Provide First Aid.

Knowledge and Experience – Essential

- Basic Computer skills.
- Personal Training experience.
- Excellent interpersonal skills.
- Excellent sales skills.

Personal Attributes

- Demonstrates a commitment to the YMCA's mission and can role-model the "Y Factor" to others.
- Creates a fun and exciting work atmosphere that is hardworking, and goal orientated.
- Demonstrated ability to work effectively both independently and as part of a team.
- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner.
- Works as part of a team and shows professionalism.
- Punctual in both attendance on shift and attendance at staff meetings.
- Promptly responds to customers' needs or concerns.
- Recognises and acts on the need for support and will accept and delegate responsibility when required.
- Models, demonstrates, and teaches positive values like caring, honesty, respect, and responsibility.
- Maintains high standards of presentation and personal grooming.

Safeguarding Children and Young People

For young people to be inspired, they must Feel Safe and Be Safe. As part of our Safeguarding Strategy at the Y, we have developed our Safeguarding Framework which aspires to ensure that all Children and Young People are safe and feel safe at the Y, in their families and in their communities.

Our Safeguarding Framework aims to develop:

- A safe culture nationally which empowers Children and Young People by promoting Children and Young Person focused leadership and governance.

- Safe operations to ensure Y People have the right policies, processes and practices to keep Children and Young People safe; and
- Safe environments at the Y and in communities which empower Children and Young People to thrive.

All Y People are integral to ensuring the implementation of our Safeguarding Framework across the Y. Y People in Direct Contact Roles will do this by:

- Upholding the rights of and always acting in the best interest of Children and Young People.
- Fulfilling your responsibilities under safeguarding legislation within your State, including declaring anything you become aware of through the course of your engagement with the Y which a reasonable person would consider could impede your suitability to have contact with Children and Young People.
- Supporting your colleagues, supervisors and/or direct reports to understand their responsibilities under safeguarding legislation.
- Participate in all required Safeguarding Children and Young People training for your role.
- Report any suspicions, concerns, allegations or disclosures of alleged child abuse or neglect in line with policies and procedures.
- Actively participate and contribute to continuous improvement of Safeguarding policies, procedures and practices.
- Maintaining appropriate vetting checks including, but not limited to, Working with Children Checks (or equivalent), National Police Check and International Police Check (as required).
- Support the facilitation of safe operations to ensure Y people have the right policies, processes, and practices to keep children and young people safe.
- Actively participate and contribute to continuous improvement of Safeguarding policies, procedures, and practices.
- Speaking up about any safeguarding risks and/or concerns to ensure that you are supporting the continuous improvement of our spaces and safeguarding practice.
- Complete appropriately detailed risk assessments to address any vulnerabilities to children and young people as required.
- Empower all children and Young People to have a voice particularly in matters that affect them.
- Actively educate, promote and advocate the protection and safety to all children and young people, families and their communities.

Work Health and Safety

You will be required to:

- Familiarise yourself with all policies, procedures, and work practices of YMCA South Australia.
- Maintain currency of knowledge in relation to work health and safety.
- Maintain a working knowledge and understanding of your centre's Emergency Action Plan.
- Take responsibility for your own health and safety and the safety of the work environment.
- Ensure that your actions and omissions do not adversely affect the health and safety of other persons.

- Comply with all reasonable instructions in relation to work health and safety, including YMCA South Australia's policies and procedures as amended from time to time.
- Assist YMCA South Australia to provide an inclusive workplace by adhering to YMCA South Australia's Access and Inclusion Policy and applicable equal opportunity laws as amended from time to time.
- Inform your manager of any issues or concerns that may affect your ability to perform your role safely.
- Promote a positive safety culture by contributing to the health and safety consultation, communication, and action.
- Respond to plant and building emergencies and act as chief warden in an emergency evacuating the Centre if required.

Approval of Position Description

Date created or revised:	28 November 2023
Approved by:	Bijanka Rajic – Head of People and Safety

Acknowledgement of Incumbent

I acknowledge that I have read and understood the requirements of this position.

Name:	
Signature:	
Date:	