

Program Coordinator - Position Description

POSTION TITLE	Program Coordinator
DEPARTMENT / INDUSTRY	Gymnastics
AWARD / AGREEMENT	Fitness Industry Award 2020
CLASSIFICATION / GRADE	Level 6

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.”

YMCA South Australia offers a variety of Gym Sport Programs, suitable for all ages, ability and abilities levels. The Gym Sport Programs are developed and managed by YMCA Directors and qualified coaches with a focus on participation and enjoyment and a high emphasis on Safeguarding Young and Vulnerable People.

The Program Coordinator at YMCA South Australia will be committed to quality customer service, safety, and the pursuits of excellence in the YMCA Gym Sport Programs.

The role of the Program Coordinator is pivotal to the success of YMCA South Australia in delivering its mission, vision and values. Strong local leadership will ensure YMCA South Australia is having the desired impact on and within local communities.

The Program Coordinator will always showcase strong leadership style and provide ongoing support to the Gym Sport staff to ensure sound practices, high quality service, and that development pathways for our members are clearly articulated and understood.

Areas of accountability	Key duties	Measures
Operations	- Lead the development, preparation and implementation of the gym sport programs. - Manage progression and development of all participants within the gym sport programs in conjunction with other coaches. - Supervise programs to ensure correct conduct of classes and delivery of the program in general. - Responsible for assisting the appointment, orientation, appraisal and conducting performance reviews for coaching staff. - Provide appropriate training and development opportunities including mentoring for coaching staff both in house and external. - Manage rosters for staff within the program guidelines. - Ensure open communication channels with staff and volunteers with scheduled opportunities to discuss	10 % growth in participation per year. - Over 80% class occupancy per month. - The program receives a minimum score of 8 on the Net Promoter Score The facility has no more than 1 safety incident per 1000 visits. 100% coach compliance with mandatory checks and certifications. - All customer feedback is responded to within 7 days as per the Customer Service Charter. - Relationships and partnerships built and maintained. - Is a recognisable individual within the local community. - Integrates in community networks and event.

	work related matters and program development opportunities. • Liaise with parents and guardians to ensure they receive appropriate information and feedback regarding student progression and programs and services. • Immediately respond to customer needs or concerns to ensure the quality of service meets agreed standards. • Assist in the supervision and assessment of assistants, volunteers, work experience placements and other staff at a learning level. • Ensure established policies, systems and procedures are implemented and adhered to. • Ensure a safe environment is maintained for all staff, volunteers and members. • Provide exceptional customer service at all times. • Make decisions based on the needs for the business and program sustainability. • Maintain and future perspective when setting goals and developing business direction. • Organises and encourages participation in community events to promote the business and engage with the local community. • Assist with program growth and developing new program initiatives. • Ensure development pathways for members are clearly articulated and understood within the barriers of Gymnastics South Australia and the YMCA SA. • Assist with the identification of athletes through Gymnastics Australia's talent ID process. • Be responsible for the quality of your own performance, subject to routine supervision and support.	
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	- Actively coach within the program as part of the normal duties of the role. - Perform other duties as required.	
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Key Relationships

Reporting to:	Regional Development Manager
Direct Reports:	Gymnastics Coaches
Key Internal Relationships:	YMCA South Australia staff and volunteers
Key External Relationships:	YMCA members and families Gymnastics South Australia Community Groups Local School Groups Suppliers

Selection Criteria

Qualifications and Licences – Essential

- 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).
- RRHAN-EC Masterclass – Responding to Risks of Harm, Abuse and Neglect – Education & Care.
- HLTAID009 Provide CPR.
- HLTAID011 Provide First Aid.
- Gymnastics Australia Technical Membership.
- Gym Sport Coaching Accreditation – Gymnastics South Australia:
 - Intermediate Accreditation,
 - Advanced Accreditation.

Knowledge and Experience – Essential

- Minimum 2 years' experience delivering gymnastics programs.
- Demonstrated leadership experience.

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:	November 2025
Approved by:	Haydn Bellamy, Recreation Development Manager

Acknowledgement of Incumbent

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

Name:	
Signature:	
Date:	