

Program Coordinator – Kensington Community Leisure Centre

DEPARTMENT / INDUSTRY	Recreation
AWARD / AGREEMENT	Fitness Industry Award
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 more than 170 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.”

Kensington Community Leisure Centre aims to deliver wellbeing outcomes for students, staff, and the broader community. Its purpose is to improve wellbeing by increasing physical activity levels, developing skills, and stimulating social and mental fitness.

The Program Coordinator is responsible for the day-to-day leadership, administration and support to a dedicated, small team delivering health and fitness and stadium programs to the local community. You will be efficient in your communication and response ensuring the Y achieves its mission and vision while continuing to build Y's reputation as the leading recreation operator in South Australia.

The Program Coordinator is the face of our organisation, responsible for ensuring all members and guests receive the highest possible level of service. You will oversee day-to-day functions of the duty management & customer service team, including training, supervision, and mentoring. Leading by example, your exceptional customer service skills will be challenged through the need to multi-task and problem solve, while always ensuring a positive customer experience.

Key Accountabilities	Key Tasks
Operations	<ul style="list-style-type: none"> • Provide leadership and support to the duty management and health fitness teams. Leading a culture of continual change to meet the changing internal and external environment. • Ensuring the Centre is supervised in a reliable, safe, professional, and friendly manner. • Ensure the Centre is programmed for maximum occupancy and efficiency during YMCA's hours of allocation. • Responsible for the performance of the Centre including but not limited to: <ul style="list-style-type: none"> ○ public relations and marketing; ○ quality assurance and customer service; ○ organisational compliance to policies and procedures ○ KPI management and reporting; and • Program best practise is implemented and adhered to • Completion of EOM reports and organisation financial processes including fortnightly employee timesheet approval. • Address any item of non-conformance in a accordance with operational best practise or YMCA policy and procedures. • Direct Service duties as rostered and within budget parameters (which may involve weekend work from time to time).
People	<ul style="list-style-type: none"> • People and culture management – leads by example and promotes a culture that encourages the development of staff and volunteers through: <ul style="list-style-type: none"> ○ succession planning; ○ recognition, performance development; and ○ learning and development • Recruit and on-board staff in compliance with YMCA's recruitment and selection policy. • Coaches, mentors and inspires the work and performance of the Customer Care team through clear goals and performance expectations, appropriate delegation, ongoing professional development. • Take ownership of people and culture results and outcomes. Drive a high-performance team orientated culture. • Take a lead role in staff relations, conflict resolution and dispute management. • Ensure rosters are produced for areas of responsibility with a two-week advanced notice to employees.
Work, Health & Safety (WHS)	<ul style="list-style-type: none"> • Promote a positive safety culture by contributing to health and safety consultation, communication, and action. • Immediately report (and where possible rectify) any issues / areas of risk that could compromise patron / staff safety. • Maintains currency of knowledge regarding WHS legislation and best practice.

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	<ul style="list-style-type: none"> • Ensures organisational compliance with relevant WHS legislation and regulations, and compliance with related YMCA WHS and Incident policies, procedures, and work practices. • Provides strong and consistent leadership in the creation and maintenance of safe workplace environments across the facilities. • Consistently communicates that staff, volunteers, clients, and visitors are personally and collectively responsible for working and acting safely, including adhering to YMCA WH&S policies, procedures and practises. • Maintains current knowledge of facilities emergency evacuation plan and your role during emergency situations.
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Key Relationships

Position reports to:	<ul style="list-style-type: none"> • Centre Manager – St Clair Recreation Centre
Direct reports:	<ul style="list-style-type: none"> • Duty Managers • Personal Trainers • Group Fitness Instructors
Key internal relationships:	<ul style="list-style-type: none"> • YMCA South Australia staff and volunteers • Head of Sport & Recreation
Key external relationships:	<ul style="list-style-type: none"> • Pembroke College Employees • User Groups • City of Norwood, Payneham & St Peters Council

Selection Criteria

Qualifications and Licences – Essential

- (HLTAID003) Provide First Aid.
- (HLTAID001) Provide CPR.
- National Criminal History Record Check (NCHRC) – Certificate must be within one (1) year from date of issue, otherwise must renew check prior to commencement.
- International police check (for applicants who have worked overseas in the last 5 years).
- Working with Children Check (WWCC) – Child Related Screening (prior to commencement).
- RRHAN-EC Masterclass – Responding to Risks of Harm, Abuse and Neglect – Education & Care.

Qualifications and Licences – Desirable

- Certificate III & IV in Fitness.
- Professional Registration with governing body (AUSActive).
- Strength for Life Certification (COTA)

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Knowledge, Skills, Abilities and Experience – Essential

- Experience in Fitness, Sport & Recreation field or similar program industry with a customer centric outlook.
- A strong and inspiring leader of people who will support teams to achieve YMCA Vision, Mission and Goals.
- Excellent interpersonal skills and highly developed communication skills.
- Assigns clear accountability and ensures continuous improvement.
- Research and investigation skills.
- Proven capability to build strong and positive relationships with key stakeholders, including consultation and engagement to maximise outcomes.
- Ability to maximise participation and financial return to the YMCA.
- Fosters a learning environment embracing diverse abilities and approaches.
- Ability to problem solve and create solutions.
- Experience in management of boutique wellness service offerings.

Personal Attributes

- Demonstrates a commitment to the YMCA's mission, and is able to 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.

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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.

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- 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:	September 2025
Approved by:	Craig Hortin Head of Sport & Recreation

Acknowledgement of Incumbent

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

Name:	
Signature:	
Date:	