

Role Description

Health and Fitness Instructor



Title	Health and Fitness Instructor
Classification/Grade/Band	Band 1 Level 3
Group/Unit/Section	Community and Recreation Services / Leisure, Beach Safety and Community Facilities / Leisure and Pools / Fitness and Sport
Reports to	Crew Leader Fitness

Vision

A vibrant organisation doing great things.

Purpose

To provide valuable services that strengthen and support the Central Coast Community

Values

Decisions, actions and behaviours are governed by our Corporate Values; Be Safe, Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of the Health and Fitness Instructor is to supervise and develop clients using fitness classes at Council's Leisure and Aquatic Centres to enhance the fitness of Central Coast Council residents and guests.

The position of Health and Fitness Instructor is required to provide high quality customer service and create value for the community.

Key Duties and Responsibilities

- Deliver supervision and fitness programming for clients using the health and fitness centre to enable participants to achieve their personal development goals and improve the health and fitness of the community;



- Ensure that participant safety at all times through provision of safe activities and continual surveillance of fitness centre users;
- Provide personal health and fitness assessments for clients to ensure they are achieving personal goals in a safe environment;
- Maintain excellent and ongoing customer focus within the business, to ensure a positive experience for all users;
- Explain the features and benefits of the centre programs and memberships to prospective new customers;
- Ensure that fitness centre equipment and facility is cleaned and maintained to a high standard for high customer satisfaction;
- Provide emergency response and first aid as required;
- Maintaining effective relationships with users of the facility and communicate effectively with other staff members and the public;
- Follow safe work practices and take reasonable care of own and others health and safety, including maintenance of music and microphone at an acceptable level (below 85 decibels);
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Decisions are either guided by practices, procedures and precedent or made in consultation with the immediate supervisor;
- Decisions affect the work and activities of others within the work group or team;
- The work of the Health and Fitness Instructor influences the external environment by ensuring services are consistent with Council standards;



- The Health and Fitness Instructor complies with operational requirements in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the employee's acts or omissions;
- Has little or no responsibility for budget development;
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area;

Personal Attributes

- Be adaptable, flexible and focused when dealing with change;
- Represent Council honestly, ethically, professionally and lead by example;
- Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
- Be responsive to the input of others and works to understand their perspectives.

Interpersonal Skills

- Listen to others and asks appropriate, respectful questions and adapts behaviour accordingly;
- Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customers' needs;
- Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
- Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/ or withdraw from a conflict situation.

Business Enablers and Technical Skills

- Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
- Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;



- Identify issues that may impact on task completion and provides appropriate solutions;
- Understand delegations and act within authority levels;
- Exercise fiscally responsible behaviour and remain up to date with financial delegation processes;
- Support system improvement initiatives and embrace new technologies.

Team Work

- Recognise and acknowledge individual/ team performance;
- Monitor and use resources responsibly to achieve team objectives;
- Work as a supportive and cooperative team member, shares information and acknowledges others' efforts;
- Accommodate changing priorities and respond flexibly to uncertainty and ambiguity.

QUALIFICATIONS

- Registered Fitness Professional – Gym Instructor;
- Current Provide First Aid qualification (HLTAID 011);
- Current Provide Cardiopulmonary Resuscitation (CPR) Certificate (HLTAID 009);
- Working with Children Check Clearance Number or Application Number as per Child Protection (Working with Children) Regulation 2013 and Date of Birth for the purpose of verification.

EXPERIENCE

- Demonstrated experience developing and delivering personal health and fitness programs;
- Demonstrated experience working in a sport, fitness or wellbeing environment;



- Demonstrated ability to participate and actively contribute in a team environment to achieve organisational goals and outcomes;
- Strong customer service ethos and a demonstrated customer-centric approach to service provision;
- Demonstrated ability to communicate effectively with other staff and members of the public both verbally and in writing;
- Demonstrated ability to embrace change and commitment to work across multiple work locations and across the spread of hours 6am – 9pm Monday to Sunday.

Key Relationships

Internal	External
Section Managers/Team Leaders	Members of the Public/residents/ratepayers
Crew Leaders	Community Organisations – sports clubs etc.
Other Council employees (not including direct reports)	

