

Job title: Gym Instructor	
Classification: Band 2 (no annualised)	Effective Date: December 2013
Reports to: Gym Team Leader (AQBH) Health and Fitness Coordinator (AQN)	Tenure: Permanent/Temporary/Casual

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

The position will provide a high level of customer service and fitness instruction in a safe and hygienic environment and in accordance with industry standards, to assist in the improvement of patron's health and wellbeing.

Key Responsibilities

Position Specific Responsibilities

- Supervise patrons in the gym and advise on and demonstrate safe and correct exercise methods and techniques.
- Provide high quality customer service in accordance with Centre policies.
- Conduct patron assessments, write programs and provide ongoing support in accordance with industry standards and Centre procedures.
- Accurately document and file patron programs and health information in accordance with Centre procedures.
- Positively promote the Centre and its programs.
- Treat all patron information in accordance with the Privacy Act.
- Conduct routine cleaning and maintenance tasks to ensure the gym area is clean and maintained to a high standard.
- Ensure the safety of patrons and respond to first aid and emergency situations in accordance with Centre procedures.
- Contribute ideas on area programs and service improvements.
- Act as Area Warden in emergency evacuations as required.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

- The position has the authority to act within clearly documented operational guidelines. Any issues that arise that are outside the ordinary day to day responsibilities of the position are referred to the Duty Manager.

Specialist Knowledge and Skills

Qualifications/Certificates/Licences and Experience

- Certificate IV in Fitness or Bachelor Degree in Exercise Science / Human Movement studies
- Aus Active, Physical Activity Australia, Fitreg, Exercise & Sport Science Australia (ESSA) or equivalent accreditation
- Level 2 First Aid Certificate.
- CPR Qualification.
- Satisfactory National Criminal History Check.
- Working with Children Check

Qualifications and Experience

Technology:

- Basic skills in data entry.
- Ability to use Microsoft Office applications including Outlook.
- Basic skills to utilise gym consultation and program applications

Other technical skills

- Good customer service skills.
- Ability to demonstrate and coach patrons on safe exercise methods and techniques.

Interpersonal Skills

- Good oral and written communication skills to enable positive interaction with patrons and other employees.
- Appreciation of the different needs of individuals and the ability to convey tolerance and sensitivity to patron's values and beliefs.
- Friendly, enthusiastic and professional approach.

Key Relationships:

- The position will liaise with other team members, key staff, patrons, suppliers and peak industry bodies/consultants.

Management Skills

- Ability to work as part of a team and individually under routine supervision.
- Ability to provide on the job training based on skills and experience.

Notes and comments:

- The position includes an inherent physical requirement to lift and move gym equipment and safely demonstrate exercise techniques. Please refer to the Physical and Functional Requirements Checklist for more information. Short listed candidates may be required to attend a pre-employment medical examination.
- The position may be required to attend out of hours meetings and training sessions.
- The position may be required to work from different locations within the municipality.
- The position may be required to work shifts anywhere within the Centre's ordinary spread of hours:
 - Monday to Friday 4.30am – 11.00pm
 - Saturday 4.30am – 8.30pm
 - Sunday and public holidays 7.00am – 8.30pm

Key Selection Criteria

1. Sound exercise prescription and consultation skills
2. Ability to demonstrate and coach patrons on safe exercise methods and techniques.
3. Good oral and written communication skills to enable positive interaction with patrons and other employees.
4. Friendly, enthusiastic and professional approach.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	✓	(5+ times a shift)	
Hand/Arm Movement Tasks involve use of hand/arms	✓	(5+ times a shift)	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	✓	(5+ times a shift)	
Standing Tasks involve standing in an upright position	✓	(5+ times a shift)	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	✓	(2-4 times a shift)	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	✓	(2-4 times a shift)	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	✓	(2-4 times a shift)	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	✓	(2-4 times a shift)	
Keyboard Duties Tasks involve sitting at workstation and using computer.	✓	(5+ times a shift)	
Satisfactory Vision Standard of vision required equal to that required for driver's licence			

Any other relevant comments: