

Duty Manager Position Description

POSITION TITLE	Duty Manager
DEPARTMENT / INDUSTRY	Recreation
AWARD / AGREEMENT	Fitness Industry Award 2020
CLASSIFICATION / GRADE	Level 4

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 updated vision (FY27-30) is **“Whole people. Strong communities. South Australia flourishing.”**

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.”

Duty Managers will provide leadership and supervision to assigned teams while overseeing daily operations, ensuring staff productivity, monitoring process compliance and creating a positive and safe work environment for all employees and patrons visiting the facility.

Duty Managers play a pivotal role in ensuring our facilities are actively supervised in a professional, respectful and caring manner in line with YMCAs values. They act as chief wardens and represent the facility Manager during rostered times, contributing to a high performing professional culture.

With the responsibility of ensuring the facility environment is delivered and maintained during rostered shifts in compliance with YMCAs policies, procedures and relevant state legislation, Duty Managers are pivotal in the successful daily operations and delivery of important community sporting assets.

Areas of accountability	Key duties
Facility Operations	• Provide active supervision and leadership to assigned staff teams and patrons to always ensure safety and compliance. • Maintain a strong understanding of emergency procedures and the Duty Manager’s role in emergency situations; ability to deliver first aid and identify any emergency. • Comply with the YMCA’s procedures for safety, training, document control, corrective and preventative action and customer complaints. • Document areas of non-conformance; including policy, process, staff, equipment and plant. • Undertake regular cleaning and tidying duties to ensure the maintenance of a safe environment for staff and patrons. • Ensure facility rules are being obeyed while at the same time educating facility users about safe practices. • Ensure patrons are protected from unruly behaviour and dangerous actions. • Consistently perform routine room / area inspections to ensure equipment and patron safety and compliance. • Respond appropriately and professionally to all emergencies and incidents requiring first aid response within scope of training. Ensure YMCAs procedure for Incident reporting is conformed with. • Where required, induct maintenance contractors and provide supervision in accordance with YMCA policy and SafeWork SA requirements. • Perform Centre specific duties as required and within scope of induction and training provided.
Facility Programs	• Provide excellent customer service, utilising strong communication and troubleshooting skills to manage all customer enquiries, requests and complaints: in person, on the telephone, and via email.

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	- Effectively open and close the facility as rostered including end of day reporting and cash reconciliation. - A thorough understanding of the Centre, day-to-day operations, membership offerings, programs, bookings and special events. - Ensure facility and programs are set up, safe and ready for participation within scope of training provided. - Cash handling and ability to accurately process all point-of-sale transactions, consistently balancing cash outs. - Assist in general administration, clerical tasks, and other duties as required.
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Key Relationships

Reporting to:	Operations Manager / Centre Manager
Direct Reports:	N/A
Key Internal Relationships:	YMCA South Australia staff and volunteers YMCA staff nationally
Key External Relationships:	Patrons and key stakeholders of YMCA South Australia Department for Education Office for Recreation, Sport and Racing Contract Partners / Building Owners

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.

Knowledge and Experience – Essential

- Friendly, personable, and capable of communicating complex services and concepts efficiently and effectively.
- Ability to multi-task, troubleshoot, and work under pressure.
- Proven ability to proactively work without supervision.
- Demonstrated commitment to YMCA core values, and passionate about improving the Health and Wellness of the local community.

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- Excellent interpersonal skills.
- Must be self-motivated and can work independently and as a team member.
- Experience in teaching assigned programs.
- Experience in dealing with a diverse community.
- Basic computer skills.
- Experience in a customer focused role.
- Experience in dealing with a diverse community.

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.

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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.
- 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.

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- 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:	February 2025
Approved by:	Annaleisa Hart – Head of People & Culture

Acknowledgement of Incumbent

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

Name:	
Signature:	
Date:	