

Operations Coordinator - Position Description

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| POSTION TITLE | Operations Coordinator |
| DEPARTMENT / INDUSTRY | Recreation |
| 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.”

The Operations Coordinator will provide supervision, leadership and direction to the Duty Manager and Cleaning teams and ensure compliance with all work systems and processes. The Operations Coordinator also ensures the effective and efficient operations of aquatic plant rooms, water quality and maintenance which includes the coordination of contractors.

The Operations Coordinator will oversee the implementation of risk management and risk reduction strategies, particularly focussing on the development of support systems. The position has ultimate responsibility for the presentation of the centre and includes direct service duty management responsibilities.

| Areas of accountability | Key duties | Measures |
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| <p>Operations</p> | <ul style="list-style-type: none"> • Provide supervision and leadership to assigned teams – Duty Managers and General Cleaners. • Ensure ongoing staff training and development in accordance with YMCA aquatic training program. • Responsible for all facility operations including pool water quality and plant room management whilst on shift. • Accountable for the delivery of the aquatic environment in compliance with the Guidelines for Safe Pool Operation and SA Health legislation. • Responsible for cleanliness, presentation and maintenance of the Centre whilst on shift. • Roster staff according to customer demand and within agreed budget parameters. • Contribute to the development and implementation of working manuals for all areas of responsibility e.g. Operations, Lifeguarding. • Ensure budget parameters are monitored and adhered to. • Organise and maintain effective communication systems. | <ul style="list-style-type: none"> • Water quality and plant room operations meet the regulatory requirements. • Staffing levels conforms to Guidelines for Safe Pool Operations (GSPO). • All checklists are fully completed and signed off to schedule. • 100% compliance with the YMCA Contractor Management Procedure. • 100% adherence to YMCA policies and procedures. • Plant room and operating checklists completed on a daily basis. |

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| | <ul style="list-style-type: none"> • Operate and manage relevant administration systems to ensure quality service provision. • Assist in the development and implementation of marketing strategies for the Facility. • Read and keep up to date with area communications, manuals and memos that are relevant to your level of training and responsibilities • Complaints and control of non-conforming products, equipment etc. • Responsible for contractor management. Coordinate all contractor inductions. • Complete monitoring and evaluation checklists and sign checklists for acceptance of conforming products where appropriate. • Duty Managing and Lifeguarding direct service. • Perform other duties as required and comply with reasonable directions. • Undertake other duties commensurate with salary. | |
| <p>WH&S</p> | <ul style="list-style-type: none"> • Act as the facilities Work, Health & Safety Representative. • Ensure risk documentation i.e. site risk audits and hazard inspections, are completed in a timely and efficient manner. • Oversee the Monthly completion of Facility, Equipment & Safety Audits, ensure items are actioned. • Coordinate the scheduling of fire warden training for staff. • Implementation of standard emergency evacuation procedures and ensure staff in the areas of your responsibility are adequately trained in emergency evacuation procedures. • Ensure completion of YMCA incident reporting, logging and investigations. | <ul style="list-style-type: none"> • Complete IMS audits by the 5th day of the month. • 100% compliance with the Incident Management System. • Annual emergency evacuation training completed. |

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| Duty Management | <ul style="list-style-type: none"> • Ensure that at all times the Centre is supervised in a reliable, safe, professional and friendly manner. • Handle customer complaints and requests. • Respond to plant and building emergencies and act as chief warden in an emergency situation evacuating the Centre if required. • Ensure that the Centre is set up for programs, recreational use and rentals as required. • Direct customer service and undertake lifeguarding as required. | <ul style="list-style-type: none"> • Rosters created for all staff and absences back filled. • Complaints or customers queries resolved in line with the YMCA Customer Service Policy. • Direct Service as rostered. |
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Key Relationships

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| Reporting to: | Centre Manager |
| Direct Reports: | Duty Managers General Cleaners |
| Key Internal Relationships: | Centre Leadership Team YMCA of South Australia staff |
| Key External Relationships: | Members & Guests Community Groups City of Port Lincoln Council |

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.
- SISSS00133 Pool Lifeguard.

Knowledge and Experience – Essential

- Minimum 2 years aquatic Industry experience or experience in a similar environment.
- Extensive knowledge of the Guidelines for Safe Pool Operation.
- High level of mechanical aptitude and understanding of the working operations of a plant room and ability to troubleshoot when necessary.
- Knowledge of all aspects of safety on pool side.
- Previous experience in mentoring staff, providing direction and training.
- A proven ability in addressing challenges of WHS compliance.
- Ability to implement risk management and risk reduction strategies.
- A strong commitment to developing a culture of excellence amongst the staff teams under your responsibility.
- Ability to multi-task, troubleshoot, and work under pressure.
- Proven ability to proactively work without supervision.
- Demonstrated ability to deal with complex pool / aquatic issues.
- Excellent interpersonal skills.

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

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| Date created or revised: | 28 November 2023 |
| Approved by: | Bijanka Rajic – Head of People and Safety |

Acknowledgement of Incumbent

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

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| Name: | |
| Signature: | |
| Date: | |