

Programs Team Leader Position Description

POSITION TITLE	Programs Team Leader
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 an accredited social enterprise, non-profit, and locally governed leader in our sector, serving the South Australian community for more than 175 years. With more than 1,200 like-minded colleagues (and growing), we deliver programs and services across the state in settings including schools and early learning centres, community recreation centres, swimming pools, gymnastics centres, allied health services, health and fitness facilities, community centres, camps 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. We bring all of this together through an integrated social impact framework, so our efforts add up to something greater than any single program.

As a preferred employer, we invest in our people as much as we invest in our community.

Our 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.”

The Parks Recreation & Sports Centre is a multi-discipline sports and aquatic centre nestled in the western suburbs of Adelaide. The facility boasts a 25m 8 lane pool, 15m learners pool, sauna, 24/7 health club, functional training studio, group fitness and cycle studios and 2 court multi use sports stadium. With over 1,200 members and 1,100 swim school students the facility sees more than 250,000 direct paid visits annually.

The Programs Team Leader plays a key role in the effective communication and scheduling of The Parks programs including Stadium Bookings, School holiday programs, Kids Club ad-hoc casual bookings including Birthday Parties for the community. The Program Team Leader is also responsible for the successful delivery of the school holiday program (SHP) including program design, promotion, and rostering requirements. The Program Officer also plays a key role in assisting the management of the centre's programs and members.

Strong leadership and innovation will ensure the YMCA is providing the desired impact within local community to deliver a meaningful and caring customer experience. The Programs Team Leader will be highly visible working closely with the Centre's leadership team, forming strong relationships with the members, user groups and the local community.

The Programs Team Leader will be an efficient, well organised, and strong leader, demonstrating commitment to staff development and training. Emphasis on people leadership, culture building and motivation in a dynamic, challenging environment will require excellent communication and presentation skills.

Areas of accountability	Key duties
Operations	<ul style="list-style-type: none">• Promote and coordinate the delivery of the centres Children's Programs including School Holiday programs, OSHC bookings, Vacation Care, KidsClub and Birthday Parties.• Coordinate the weekly Stadium schedule with community user groups, competitions or ad-hoc court hire in compliance with the approved budget.• Creation of annual stadium user agreements with the support of the Health & Fitness Director and Centre Manager• Roster areas of responsibility efficiently and within budget parameters to ensure operational compliance with supervision and safety policies.• Recruit, train and act as a role model to assigned staff teams to foster a high performing culture.

	<ul style="list-style-type: none"> • Apply a customer centric lens to supporting and the promotion of stadium programs / School Holiday programs and events. • Manage ad-hoc and ongoing bookings of the stadium. • Complete end to end process of all Stadium bookings, including quoting, court allocation, confirmation letters and cash collection / invoicing and stakeholder communication. • Ensure all areas of responsibility are presented clean, tidy, safe and in a state ready for required use. • Ensure sales and service given to our members and guests is always exceptional and “best practice”. • Consistently benchmark for best practise systems, structures, and processes to ensure a high performing program base. • Ensure fun and safety are at the forefront of the program and activities you are conducting. • Liaise with marketing to publicise any programming needs. • Promotion of the School Holiday Program and KidsClub and stadium availability in an effective and timely manner to maximise awareness and participation. • Achieve customer satisfaction by providing an enjoyable experience for all participants. • Performs other duties as required or assigned by the Centre Manager • Comply with the YMCA of South Australia’s procedures for safety, training, document control, corrective and preventative action, and customer complaints. • Acquisition storage and maintenance of all program equipment.
Customer Service	<ul style="list-style-type: none"> • Delivery of a high quality, clean and professional café service. • 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. • Confidently and efficiently communicate and sell the Centre’s services. • Build a thorough understanding of the Centre, day-to-day operations, membership offerings, programs, bookings, special events, and emergency procedures. • Lead of Sales, follow up of new members, consultation bookings and trial pass conversion • Strong understanding of emergency procedures and the CSO role in emergency situations • Ensure work processes are developed, reviewed and delivered in compliance with YMCA South Australia policy, procedures and best practise.

	<ul style="list-style-type: none"> • Ensure stock is appropriately and safely stored, labelled where required and in a manner that reduces manual handling fatigue and injuries. • Perform other duties as required and comply with reasonable directions.
People	<ul style="list-style-type: none"> • People management and culture – leads by example and promotes a culture that encourages the development of staff and volunteers. • Recruit and on-board staff for assigned areas of responsibility. • Take ownership of people and culture results and outcomes. Contribute to a high-performance team orientated culture. • Take a lead role in staff relations, conflict resolution and dispute management.
Stakeholder Engagement	<ul style="list-style-type: none"> • Develop and maintain excellent relationships with members and guests, user groups and broader community stakeholders. • Collaborate with stakeholders to ensure maximum participation and utilisation of areas of responsibility.
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 • 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.

Key Relationships

Reporting to:	<ul style="list-style-type: none"> • Centre Manager • Health & Fitness Director • Customer Care Director
Direct Reports:	<ul style="list-style-type: none"> • Program Assistants • KidsClub Leaders/Assistants
Key Internal Relationships:	<ul style="list-style-type: none"> • The Parks Leadership Team • Duty Managers

	<ul style="list-style-type: none"> • Manager Events & Performing Arts • YMCA South Australia staff and volunteers
Key External Relationships:	<ul style="list-style-type: none"> • City of Port Adelaide Enfield Council • State Sporting Associations • Community Groups • Patrons and key stakeholders of YMCA South Australia
Safeguarding Category	<ul style="list-style-type: none"> • Child-Facing Role

Selection Criteria

Qualifications and Licences – Essential

- National Police Check (NPC) (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
- (HLTAID011) Provide First Aid or equivalent
- (HLTAID009) Provide CPR or equivalent
- Current Driver's License

Qualifications and Licences – Desirable

- Relevant Tertiary Qualification in recreation or equivalent
- Pool Operations Certificate
- Pool Lifeguard Qualification

Knowledge, Skills, Abilities and Experience – Essential

- Minimum 2 years' management experience within a fitness, recreation, or sport related industry
- A strong and inspiring leader of people who will support teams to achieve YMCA Vision, Mission, and Goals
- Experience in managing complex stakeholders
- 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

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- Ability to problem solve and create solutions
- Experience in developing and delivering business plans and operating budgets that will ensure long term financial sustainability
- Experience in management of boutique wellness service offerings.

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.

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- 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.
- 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:	19 October 2026
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:	