

# YMCA of the Northern Territory

## Position Description



<b>Position Title:</b>	Area Manager – Katherine
<b>Department:</b>	Recreation
<b>Position Reports To:</b>	Executive Manager
<b>Direct Reports:</b>	Recreation Team Leader and centre staff

### 1. Introduction

Everyone at the YMCA of the Northern Territory is dedicated to making a positive community impact in all the work we do. From childcare, to before and after school care, from youth services to recreation and aquatics, we believe in the power of inspired young people. Whether they are in our care, participate in our programs, or work for us, we work to empower young people to be all they can be.

We undertake this work, guided by a set of core values:

- We value the whole person, consisting of a body, a mind and a spirit each of which is of equal importance.
- We value the dignity and intrinsic worth of all people regardless of age, gender, ethnicity, belief or other difference.
- We value diversity of people, communities and nations.
- We value equality of opportunity and justice for all people.
- We value healthy communities based on relationships between people which are characterised by love, understanding and mutual respect.
- We value acceptance of personal responsibility.

These core values translate into four key operational values:

***Honesty – Respect – Caring – Responsibility***

### 2. Position Summary

The role of Area Manager is the key leadership position, responsible for the delivery of the YMCA mission and vision in the Katherine region. The role includes management and oversight of both the Henry Scott Recreation Centre (HSRC) and the Katherine Aquatic Centre (KAC). The Area Manager is responsible for all operations at both facilities including day-to-day functions, programming, aquatic supervision, pool/plant operations, stakeholder engagement, business development and operational growth and innovation.

This role is responsible for driving business development and ensuring a financially sustainable, quality service to customers and key stakeholders. The Area Manager will assume the Centre Manager role at HSRC and will demonstrate exemplary leadership skills, providing clear direction and ensuring the overall smooth and successful operation of the facility, with a commitment to the strategic goals and vision of YMCA.

The Area Manager will balance all stakeholder needs, ensuring patrons experience maximum benefit and enjoyment from YMCA services and programs, the needs of the local community are met, and the facility achieves financial goals to meet, or ideally exceed both internal and council partner expectations.

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### 3. *Duties & Responsibilities*

#### **Management**

- Oversee the performance of the both the Henry Scott Recreation Centre and Katherine Aquatic Centre facilities, including but not limited to; achieving targets, managing budgets, meeting KPIs, maximising participation, maintaining safety and correcting any non-performance
- Drive memberships and engagement of customers and stakeholders by ensuring programs and facilities always cater to the needs of the community
- Have a thorough understanding of Council Contracts to ensure all aspects of the agreement are being met
- Work to strengthen the reputation of the YMCA acting as a strong advocate for the development of the local community, including promotion of the facilities and services utilising a range of different marketing strategies
- Identify and develop new business opportunities, projects and initiatives for the facilities and its staff, including funding, services, consultancy, training, strategic alliances and partnerships, to contribute to the strategic growth and reputation of YMCA
- Support the wider staff team by performing direct service roles if required

#### **Compliance**

- Ensure compliance with regard to all relevant qualifications and legislative requirements
- Ensure compliance with all relevant WHS legislation and policies and work closely with the Workplace Health and Safety team to ensure the centre is always safe for staff and patrons
- Give clear direction to the Pool Coordinator to ensure all staff maintain a safe water space and act within the guidelines of the GSPO's at all times

#### **Safeguarding Children and Young People**

- Adhere to all policies and procedures relating to safeguarding children and young people and the code of conduct
- Declare anything you become aware of through the course of your engagement with YMCA, which a reasonable person would consider, could impede your suitability to have contact with children and young people
- Act as an extended guardian towards children and young people where you have interactions and always take reasonable steps to prevent abuse and neglect
- Report any suspicions, concerns, allegations or disclosures of alleged child abuse/ neglect in line with procedures
- Complete WWCC prior to commencement and maintain currency throughout employment, updating your details whenever they change, with the relevant department administering the working with children check, as required by applicable laws
- Complete a National/International Police Check prior to employment and at the discretion of the YMCA
- Participate in safeguarding children and young people training as directed and maintain a working knowledge of all relevant policies and procedures and attend any other training legally mandated by your role in relation to safeguarding children and young people

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- Seek consultation with children and young people, using standardised practices and resources in the development of any new program initiatives
- Use standardised methods for receiving and responding to feedback and complaints from children, young people and their families
- Actively promote cultural safety for children and young people from CALD, ATSI, LGBTQIA+ communities and those with disabilities
- Where there are children and young people present, personnel are required to provide supervision and actively involve children, young people and parents/carers in the ongoing development and implementation of Safeguarding Children and Young People Policies.
- Managers must ensure that all staff under their direction are compliant with Safeguarding Children and Young People Policies, including performing their role in accordance with both content and spirit of the policies.
- Managers must ensure they are aware of the formal recruitment, screening and employment practices of the YMCA in relation to working or volunteering with children and families. As well as promoting and maintaining a child safe culture that is understood, endorsed and put into action by individuals who work and volunteer at YMCA.

### **People**

- Provide leadership and direction to direct reports; including all team leaders, coordinators, directors, frontline staff, group fitness instructors, personal trainers, gym instructors, swim teachers, duty managers and lifeguards
- Work in close collaboration with the People & Culture team to encourage the development of staff through, recognition, succession planning, performance management, ongoing training and learning development

### **Finances**

- Maintain a program of grant applications to support various programming initiatives
- Develop and implement an annual performance budget for both facilities with realistic projections for financial results and ongoing monitoring to ensure targets are met
- Prepare and submit facility reporting to Senior Management when required

#### **4. Personal Attributes**

- You have the ability to network and develop relationships with a variety of stakeholders
- You are reliable and punctual with great time management skills
- You can communicate effectively across a variety of mediums and stakeholder audiences
- You have natural coaching, training and mentoring skills to grow the capability of the team
- You create and maintain a great staff culture
- You create a welcoming environment for the community
- You love to work as part of a successful team and show professionalism at all times
- But you are also comfortable performance managing and disciplining staff when required

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### 5. **Working Relationships**

- The role of Area Manager works closely with the YMCA management and shared services teams, patrons of YMCA, Council Partners, NGO's and Government agencies
- The role requires strong working relationships and communication with all YMCA staff (including direct Managers and Supervisors), YMCA customers and other external parties on a regular basis
- Management and attendance at various meetings, including staff meetings is also required

### 6. **Mandatory Conditions of Employment**

- Hold a valid Working with Children Card
- Obtain a satisfactory Criminal History check
- Complete Safeguarding Children and Young People Induction and regular training updates
- YMCA expects all personnel to commit to and support all child safety strategies of YMCA of the Northern Territory (YMCA). It is an expectation of personnel to understand and respond to and promote the safeguarding of children and young people and provide feedback on child safety at YMCA, and for Managers to ensure all YMCA personnel and services adhere to the Australian Childhood Foundation's accreditation standards.
- YMCA expects all personnel to know and abide by child protection legislation. YMCA expects all personnel to act on concerns raised about or by children and young people by immediately reporting as per the Safeguarding Reporting Policy.
- YMCA expects Managers to support personnel who raise concerns about the safety of children and young people, take appropriate action in reporting to higher management if needed, as well as assisting investigations, if requested to.

### 7. **Selection Criteria**

#### **Mandatory:**

- Relevant industry experience
- Current driver's license
- Pool Lifeguard Certificate
- Certificate III fitness
- Current First Aid (HLTAID003 or higher)
- Strong understanding and knowledge of Workplace Health and Safety practices and the aquatic industry Current First Aid Certificate
- Well-developed communication and time management skills and the ability to work effectively with persons from all levels of the organization and wider community stakeholder groups
- Sound computer literacy

#### **Preferred:**

- Cert IV fitness
- Pool Plant Operations Certificate
- Previous experience with a Swim Lesson Program
- Austswim Certificate
- Relevant qualification in sport and recreation

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**8. Position Acceptance:**

I have read and understood the duties and requirements of my position as described above. By signing this position description, I agree to and acknowledge the expectations required of me.  
Please note, this position description is a guide and does not limit the requirements or tasks of your role with YMCA of the Northern Territory.

**Employee's Name** \_\_\_\_\_

**Date** \_\_\_\_\_

**Employee's Signature** \_\_\_\_\_