

# YMCA POSITION DESCRIPTION – mYnd PUMP PROGRAM COORDINATOR

|                             |  |                   |                    |
|-----------------------------|--|-------------------|--------------------|
| Position Title              | mYnd-Pump Program Coordinator  |                   |                    |
| Group                       | YMCA Youth Programs  |                   |                    |
| Modern Award / Agreement    | Social, Community, Home Care and Disability Services Industry Award                  |                   |                    |
| Classification Level        | Level 3.1 – Level 3.4  |                   |                    |
| Position Status             | Contract Part-time   | Child Facing Role | Blue Card Required |
|                             |  | ✓                 | ✓                  |
| Safeguarding Classification | Child Facing Position (CF)   |                   |                    |
| Employment Screening        | National Police Check and Working with Children Check (Blue Card)                    |                   |                    |
| Reports to                  | Group Manager – Operations, or other person who may, from time to time, be nominated |                   |                    |
| Supervises                  | mYnd-pump Volunteers   |                   |                    |

## Industry Sector

The Youth Empowerment division provides a suite of programs that are for young people, by young people. MYnd-pump is a free 10-week group exercise program for anyone aged 16 - 25 years who may be experiencing anxiety, symptoms of depression, or overwhelming stress. By providing a structured, supportive environment in which to exercise, mYnd-pump seeks to achieve relief of anxiety, symptoms of depression, or overwhelming stress.

## Position Summary

The focus of the mYnd-Pump Program Coordinator is to safely deliver the mYnd-pump program across YMCA Brisbane's fitness centres, continuously improve the program and develop the program brand. The coordinator will be responsible for promotion, engagement and program administration, as well as supporting the program delivery team, including volunteers.

## Duties and Responsibilities

### 1. Program Engagement, Support and Reporting

- 1.1 Ensure consistent delivery of mYnd-pump program across each delivery site;
- 1.2 Develop and implement strategies that support an increase in overall program engagement and retention amongst participants;
- 1.3 Actively seek to increase the number of youth related networks that support the program in each of the geographical delivery locations;
- 1.4 Ensure the program is meeting the YMCA mission and vision, along with the program's strategic plan and objectives;
- 1.5 Ensure the program is accurately measured using appropriate impact measurement tools within appropriate timeframes;
- 1.6 Screen potential participants and support into external support services, where required;
- 1.7 Develop targeted promotional strategies to build brand awareness;
- 1.8 Develop and implement online and offline marketing strategies to grow program participation;
- 1.9 Develop and implement a communications plan to ensure effective communication with relevant stakeholders;
- 1.10 Support the promotion of YMCA products and services, including other youth programs and activities;
- 1.11 Conduct scheduled surveys of participants and volunteers and identify key areas for improvement;
- 1.12 Complete scheduled board and program reports.

### 2. Volunteer Management

- 2.1 Recruit, induct and oversee compliance by mYnd-pump volunteers with all YMCA on-boarding, training, policies, procedures and risk management systems;
- 2.2 Provide mentoring, support, training and information to the mYnd-pump volunteers;



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2.3 Ensure volunteer engagement and satisfaction levels.

## 3. Program Funding

- 3.1 Work within the agreed mYnd-pump program budget;
- 3.2 Prepare submissions for core and supporting funding for the delivery of the mYnd-pump program, including private sector sponsorship;
- 3.3 Source additional funding opportunities for the mYnd-pump program including grants and fundraising activities;
- 3.4 Provide a monthly activity report including outcomes achieved, case studies, financials and any areas of concern;
- 3.5 Manage program finances and provide monthly banking journals to the YMCA accounts manager as requested.

## Safeguarding Children

### 4. SAFEGUARDING CHILDREN REQUIREMENTS

The status for your position as either child-facing or non-child-facing is outlined on page one of your position description. The YMCA has requirements for both child-facing and non-child-facing roles which are indicated below.

#### Child-Facing Roles

- 4.1 Declare anything you become aware of through the course of your engagement with the 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 at all times take reasonable steps to prevent abuse and neglect;
- 4.3 Adhere to all policies and procedures relating to safeguarding children and young people and the Safeguarding code of conduct;
- 4.4 Update your details whenever these change, with the relevant department administering the working with children check or equivalent in your state/ territory of residence, as required by applicable laws;
- 4.5 Complete a Working with Children Check (Blue Card) prior to commencement and maintain currency throughout employment;
- 4.6 Complete a National and/or International Police Check prior to employment and at the discretion of the YMCA;
- 4.7 Report any suspicions, concerns, allegations or disclosures of alleged child abuse/ neglect in line with procedures;
- 4.8 Participate in safeguarding children and young people training as directed;

#### Non-Child-Facing Roles

- 4.9 Participate in safeguarding children and young people training as directed
- 4.10 Use standardised methods for receiving and responding to feedback and complaints from children, young people and their families;
- 4.11 Any new program initiatives are to include consultation with children and young people, using standardised practices and resources;
- 4.12 Maintain a working knowledge of policies and procedures relating to safeguarding children and young people;
- 4.13 Attend any other training legally mandated by your role in relation to safeguarding children and young people;
- 4.14 Actively promote cultural safety for children and young people from CALD, ATSI, LGBTQIA+ communities and those with disabilities.

## General

### 5. GENERAL REQUIREMENTS

- 5.1 Support the management of a workplace that supports diversity including gender, cultural and generational diversity; provide equal employment opportunity and foster a respectful, inclusive workplace; Comply with all Policies and procedures
- 5.3 Maintain confidentiality of all YMCA information, records and files;
- 5.4 Complete the YMCA Induction and other required training as required by organisational policy and procedures;
- 5.5 Uphold, promote and comply with the policies, mission and values of the YMCA;
- 5.6 Any other duties as determined by the Chief Executive Officer as required.

## Health and Safety

### 6. WHS RESPONSIBILITIES FOR ALL EMPLOYEES / VOLUNTEERS

- 6.1 Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation; Be familiar with the YMCA WHS Policy and other health and safety policies, procedures and requirements;
- 6.3 Accept responsibility and accountability for compliance and cooperation with all WHS policies, procedures and



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practices established by the YMCA;

- 6.4 Report all hazards, near-misses, incidents and injuries in accordance with organisation policy and procedures;
- 6.5 Wear appropriate clothing, footwear and protective equipment for the work performed and work environment;
- 6.6 Properly use equipment, including any relevant safety equipment or devices;
- 6.7 Participate in discussions and consultation on the management and resolution of WHS risks;
- 6.8 Accurately complete all required WHS documentation relevant to position and work activities being undertaken
- 6.9 Continually monitor the workplace for hazards so as to minimize the risk to both customers and staff;
- 6.10 Make suggestions for improvements to health and safety practices within the workplace;
- 6.11 Take reasonable care for your own health and safety and that acts or omissions do not adversely affect the health and safety of others;
- 6.12 Comply with any reasonable instruction that is given by the YMCA for ensuring health and safety.

## Key Physical Requirements

1. Walking / standing – Frequent
2. Sitting – Constant
3. Squatting/ bending/kneeling – Occasional
4. Fine motor skills (keying, typing) – Constant
5. Gross motor skills (setting up, packing up) – Frequent
6. Lifting/carrying up to 10kg – Frequent

(Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%)

## Position Requirements / Selection Criteria

*Essential:*

1. Demonstrated passion for advancing youth mental health;
2. Knowledge and understanding of marketing campaigns and promotion strategies and concepts;
3. Knowledge and interest in fitness and recreation and a healthy lifestyle
4. Digitally savvy with strong knowledge of digital marketing tactics;
5. Excellent written and verbal communication skills;
6. Demonstrated high level of computer literacy in software applications including Microsoft Office suite of programs (Word, Excel, Outlook and PowerPoint)
7. Currently possess a First Aid and CPR certificate;
8. Currently possess, or be willing to obtain, a Mental Health First Aid certificate;
9. Currently possess, or be willing to obtain, a National Police Check and a positive notice Blue Card in accordance with the Working with Children (Risk Management and Screening) Act 2000;
10. Achievement of YMCA's Safeguarding Children Training Certificate and complete annual refresher training.

*Preferred:*

1. Previous experience working in a not for profit organisation or as a Volunteer and/or program coordinator;
2. A qualification in business and /or fitness is an advantage but not essential.

## Approval

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|------------------------------------|-------------------------|
| Date Position Description Revised: | January 2020            |
| Position Description approved by:  | Chief Executive Officer |
| Date of Approval:                  |                         |

