

Position Title	Wellness Instructor
Department	Community Services
Division	
Unit	Leisure & Aquatic Services
Team	Leisure & Wellness
Supervises	Nil
Reports To	Team Leader Health and Wellness
Grade	E
Date Prepared	28/12/2026
Date Last Updated	24/02/2026

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed
to **safety**



We work as
one **team**



We act with
integrity



We care about
our **customers**



We **continuously**
improve

Primary Purpose of Position

The role is responsible for providing high quality fitness sessions, education and personalised programs and training to both empower and inspire our community/customer base to lead happier, healthier lifestyles.

Our focus is our customers and a Wellness Instructor has a key role in our vision to personalise the health and fitness journey for the community of Canterbury Bankstown. It is also the responsibility of the Wellness Trainer to assist with the supervision, advice and control of Council's fitness programs within their qualification and in accordance with Council's policies, the requirements of the public and industry standards.

Accountabilities

- Be passionate and deliver exceptional and unique Group Fitness classes in line with Council's policies, procedures, industry standards and the Leisure & Aquatics Customer Service Charter.
- Engage with member's in the Centres to advise of offerings and encourage secondary spend.
- Maintain a healthy member base, in line with class attendance targets.
- Ensure programs are current, inclusive and delivered in a manner and within conditions that are safe for customer participation.
- Communicate with customers and provide information on current programs and activities.
- Ensure all Group Exercise spaces are held to a high standard of cleanliness and all equipment is functional prior to use.
- Assist new and current members on their health and fitness journey by engaging with members and seeking feedback.
- Ensure appropriate documentation and record keeping including pre-exercise questionnaires.
- Ensure that essential qualifications are current and regularly updated.
- Report any hazards, incidents safety issues and/or other concerns to the Team Leader immediately.
- Respond to customer requests and/or complaints in a timely and professional manner.
- Promote the positive and collaborative culture and values of the organisation through open, fair, and transparent decision making and ethical, professional behaviour.

- Any other duties within skills, competence and training as required by the Leisure and Aquatics Leadership Team.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

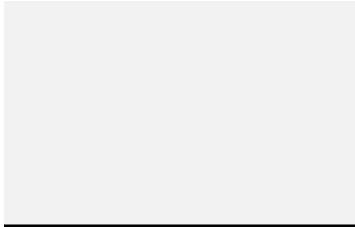
Capability Profile – Trades / Operational		
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Intermediate
	Display Resilience	Foundational
	Act with Integrity	Intermediate
	Safety and Accountability	Intermediate
 Relationships	Communicate and Engage	Foundational
	Customer and Community Focus	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Innovate and Improve	Foundational
	Deliver Results	Foundational
 Resources	Finance	Foundational
	Assets and Tools	Intermediate
	Technology and Information	Foundational
	Procurement and Contracts	Foundational
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Safety and Accountability	Intermediate	- Follows through reliably and openly takes responsibility for own actions - Understands delegations and acts within authority level - Is vigilant about the use of safe work practices by self and others - Is alert to risks in the workplace and raises them to the appropriate level
Relationships		
Customer and Community Focus	Intermediate	- Identifies and responds quickly to customer needs - Demonstrates a thorough knowledge of services provided - Puts the customer and community at the heart of work activities - Takes responsibility for resolving customer issues and needs
Results		
Deliver Results	Foundational	- Takes the initiative to progress work tasks - Clarifies work required and timeframe available - Identifies what information/ resources are needed to complete work tasks - Checks own work for accuracy, quality and completeness - Completes tasks under guidance, on time and to the required standard
Resources		
Assets and Tools	Intermediate	Uses a variety of work tools and resources to enhance work products and expand own skill



- Ensures others understand their obligations to use and maintain work tools and equipment appropriately
- Contributes to the allocation of work tools and resources to optimise team outcomes

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Fraud & Corruption Prevention

All staff must familiarise themselves with Councils policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

Qualifications and Experience

Essential Qualifications

- Certificate for specialist program:
 - - Yoga - Must be a certificate from an AUSactive Approved Yoga Course (Pathway 1,2 or 3)
 - - Reformer / Mat Pilates - Must be a certificate from an AUSactive Approved Pilates Professional Course (Either pathway 1 or 2)
 - - Zumba – Licensed Zumba Instructor
 - - Other – as recognised by an Australian based organisations requirements for registration
- Current Senior First Aid Certificate
- Current CPR Certificate
- Working with Children Check
- Fitness registration with an Australian based organisation or willing to obtain within 3 months of employment

Essential Experience

- Demonstrated experience in managing a high quality customer experience.
- Demonstrated experience with conducting wellness classes / sessions (ie Yoga, Pilates, Reformer).
- Previous experience in working within a Leisure and Aquatic Centre/Fitness Centre environment.
- A strong commitment to providing excellent customer service.
- Experience in developing a client base with a track record of high retention rates.
- Ability to undertake a variety of wellness programs such as but not limited to Tai Chi, Yoga, Pilates, Zumba, Reformer classes.
- Ability to exercise initiative in the performance of duties and work with limited supervision.
- Knowledge of statutory regulations, codes of practice and legislation pertaining to working within a Leisure and Aquatic Centre.
- A flexible and cooperative approach in relation to working varying hours and sudden changes in work conditions.

Desirable Qualifications and or Experience

- Certificate III in Fitness

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☒	☐
Does this position require incumbent to undergo criminal reference check?	☐	☒
Does this position require incumbent to demonstrate good driving Licence class required: No Licence Required	☐	☒
Will incumbent need to make disclosure of pecuniary interest?	☒	☐
Could there be a conflict of interest with secondary employment?	☒	☐
Does this position have an inherently high risk for fraud and corruption?	☐	☒