

## **Position Description**

Fernwood Nutrition Coach

Reports to: Club manager/owner

### **PRINCIPLE ACTIVITIES:**

- To coordinate and deliver Fernwood Nutrition services (1:1 Nutrition Coaching and where applicable, the Food & Mood program) within their Fernwood club.
- To coordinate and deliver 1:1 Nutrition Coaching to Fernwood members within the specific scope of practice of qualifications held by the coach.
- To maximise sales of Fernwood Nutrition services by upgrading complimentary sessions into paid services and programs.
- If applicable, set and achieve targets for Fernwood Nutrition services' key performance indicators (KPIs)
- If applicable, coordinate and deliver complimentary Nutrition Coaching session to all new club members.
- Drive Fernwood Nutrition services throughout the club by interacting with members and other staff to increase sales of these services.
- Drive Fernwood Nutrition services through various activities as appropriate within the club (e.g., nutrition talks, information evenings).
- Assist with training of fellow staff members on the benefits of Nutrition Coaching and the Food & Mood program, such as what are they and who can benefit and why, so that they are upskilled to sell Fernwood Nutrition services confidently.
- Ensure cleanliness and upkeep of all Nutrition Coaching rooms and spaces within the club.
- Keep the door of any consultation room open at all times when not in an appointment.
- Attend club meetings and training as required.

### **ADMINISTRATION**

#### **(Where applicable)**

- Communicate to clients regularly during their journey; supporting and encouraging them throughout their program(s).
- Provide administrative support to club owner/manager for Fernwood Nutrition services.
- Accurately record statistics (KPIs) for Fernwood Nutrition Services in club and report to club owner/manager on a weekly/monthly basis or as required.
- Ensure you are always up-to-date with club products and services, informing members of current promotions.
- Communicate with staff on the same shift and following shifts to maintain continuity of service.
- Answer telephone within three (3) rings in a professional and friendly manner, taking and distributing messages with timeliness.
- Meet and greet appointments on time, warmly acknowledging each person with a smile and using their name. Always come out from behind the desk to greet members and appointments.
- Encourage feedback and communicate to team.
- Follow up queries and concerns within 24 hours.
- Carry out additional duties as assigned by management.

## COMPULSORY QUALIFICATIONS

The following criteria must be met in order to be eligible to apply and be considered for this role

- Hold a nutrition specific qualification:
  - Registered Dietitian (Degree in Nutrition and Dietetics)
  - Clinical Nutritionist (Health sciences degree level)
  - Advanced Weight Management practitioner (Cert IV in weight management)
  - Nutritionist (Degree in Nutrition/Cert IV in Nutrition)
  - Health or Nutrition Coach (e.g., Integrative Nutrition, Precision Nutrition)
- Hold a current Mental Health First Aid Certification ('Standard or 'For workplace')
- Hold a current and active Professional Indemnity and Public Liability Insurance
- Must identify as female

## SCOPE OF PRACTICE

The scope of practice for each of these qualifications is quite vast. It is important to understand that although each coach with one of the above (or equivalent) qualifications is equipped to work 1:1 with individuals in nutrition, they are each very different in what they can and cannot do.

It is the responsibility of the coach to ensure they are working within their own training and scope of practice at all times.

In Australia, personalised and tailored/prescriptive meal plans can be created by:

- Accredited Practising Dietitians (APD)
- Accredited Sports Dietitians (AccSD)
- Advanced Weight Management Practitioners (Cert IV or Diploma in Weight Management & Allied Health through the Australia College of Weight Management and Allied Health)
- \*Cert IV in Nutrition (10763NAT)

\*May provide plans for 'generally healthy persons' within the scope of their training and the Australian Dietary Guidelines. We recommend clear guidelines are researched from each different Cert IV provider around meal planning.

## MEASUREMENT (KPIs)

- Ensures all Fernwood Nutrition services are 100% compliant
- Attends weekly meetings with management
- Ensures all reporting is completed on a timely basis
- Ensures all staff fulfil duties as specified in their position descriptions and that customer service is maintained at a high level
- Assists manager to maintain costs per budgetary requirements
- Consistently provides exceptional service in-line with Fernwood's vision, values and member service standards/Code of Conduct.
- Maintains punctuality and ensures grooming and presentation guidelines are followed and maintained to a high personal standard.

## **LEARNING & DEVELOPMENT**

- If facilitating the Food & Mood program the coach must go through the eLearning modules for Food & Mood facilitators before their first program.
- Attend all relevant staff trainings and workshops
- It is the coach's responsibility to maintain required qualifications and requirements. Copies of all qualifications and current certificates must be provided to your manager upon commencement of your role and any renewals must be provided once completed.

## **PROFESSIONAL DEVELOPMENT**

- Demonstrate a commitment to continued professional and personal development
- All extra training decisions are made on merit principles
- Network with other wellness professionals to ensure you are up-to-date with changes and progress within the industry.

## **SELECTION CRITERIA**

- High emotional intelligence
- Empathetic
- Commercially minded
- Punctual, diplomatic and sincere with a strong team focus
- Passionate about wellness activities, coaching and holistic health
- Maintains high personal standard of professionalism at all times
- High computer literacy level
- Excellent communication skills (written and verbal)
- Ability to work and communicate with a range of people
- Ability to organise, prioritise and manage different tasks at the same time (multi-tasking)
- Exceptional interpersonal skills and friendly disposition
- Ability to remain calm under pressure with problem solving skills and deal with issues promptly and effectively
- Commitment to excellence in service and ability to build and maintain relationships
- Positive attitude and healthy sense of urgency
- Flexible and adaptable to changing needs of club and industry
- Available to work varying shifts including morning, evening and weekends
- Takes responsibility for self and sets priorities to achieve goals

## **VALUES & PROFESSIONAL BEHAVIOUS**

- Punctual, diplomatic and sincere with strong team focus
- Negotiation and influencing skills
- Contribute to building team spirit and building a supportive environment based on trust, respect and commitment
- Encouraged to contribute wherever there is an opportunity to improve the way we do things
- Focus on ongoing personal development
- Uphold the values that support our behaviours in business: integrity, commitment respect, passion, openness and service mentality.

- Personal and professional values align with Fernwood Women's Health Clubs Values.

## **POLICIES & PROCEDURES**

- Adhere to all Policies and Procedures as outlined in the Fernwood Women's Handbook and Fernwood Member Service Standards
- Be aware of and follow legislation in accordance with Club Policies and Procedures
- Maintain updated knowledge of Fernwood Policies and Procedures (available on the Intranet and in club)
- Maintain confidentiality and ensure all client information is secure, as per Deed of Confidentiality and the Privacy Act 2000

## **OCCUPATIONAL HEALTH & SAFETY**

- Complies with the club's safety rules in line with the legislation and policies and procedures relating to Occupational Health & Safety
- Reports all accidents and incidents and raises any safety issues or concerns with their OH&S representative or manager
- Has a complete understanding of the club's emergency procedures including emergency evacuation procedures, fire alarm and warning systems
- Is aware of and follows the OH&S policies, ensuring the safety and wellbeing of all team members and reporting any accidents or incidents as defined in Company Policies and Procedures.

## **EQUAL OPPORTUNITY**

Fernwood Women's Health Clubs is committed to the principles and practices of equal opportunity in employment for all of its employees. In that regard, it is every employee's responsibility to ensure that no fellow employee or member is subjected to any kind of discrimination, harassment or bullying in connection with his or her employment or membership with Fernwood Women's Health Clubs.

## **ENVIRONMENTAL RESPONSIBILITIES**

Fernwood Women's Health Clubs requires that you will be aware of all environmental practices, policies and procedures and implement them on a daily basis. Your ideas and initiative are expected in the ongoing development and enhancement of the company's Environmental Program.

Please note: It is recognised some elements of this role description may change to reflect the overall strategic development of Fernwood Women's Health Clubs. In the case of any updates to this contract they will be documented and signed by both parties before being implemented.

Nutrition Coach Name

Signature

Date

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Manager Name

Signature

Date

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