

Job Description

Job Title	Community Strength and Balance Trainer – Counties Manukau
Organisation	Harbour Sport
Prepared	January 2026
Location	Sports House, Stadium Drive, Albany
Term	Permanent, Full Time (40 Hours per Week)

Background

Each year, one in three people aged 65 and over will experience a fall. For people aged 80 and over, the risk increases to one in two. Clinical research shows that regular exercise, particularly activities that strengthen the core and lower limbs, improves balance and can reduce the risk of falls by almost a third. The Community Strength and Balance (CSB) programme is an ACC-approved network of exercise classes designed to improve balance and leg strength in older adults, helping to reduce the risk of falls. CSB is part of the ACC national initiative, Live Stronger for Longer.

The objective of this position is to achieve the contract requirements through our programme of work; by maintaining the existing network of approved CSB classes, establishing additional classes in areas where they are not currently available, increasing engagement and attendance in evidence-based S&B initiatives for older adults who are at risk of falling, and improving equity of access to meet demand, cultural diversity and affordability.

OUR UNDERPINNING VALUES

Harbour Sport is committed to honouring He Whakaputanga and Te Tiriti o Waitangi in our governance, operations and relationships.

Manākitanga / Respectful care and support

Manaaki i te katoa (Care for all) / Act with kindness and respect in every interaction.

Rangatiratanga / Leadership with integrity

Whakatika i te ara (Walk the right path) / Lead with truth, integrity, and courage, even when it's hard.

Whanaungatanga / Inclusive connection and community

Whakawhanaungatanga (Strengthen connections) / Create spaces where everyone feels seen, heard, and valued.

Whakatauki

Ehara taku toa i te toa takitahi, engari he toa takitini - Success is not the work of an individual, but the work of many.

Job Purpose

Your primary purpose is to collaborate with colleagues and community stakeholders to deliver to the Community Strength and Balance (CSB) contract programme objectives, upholding Harbour Sport values of whakawhanaungatanga, integrity, respect, inclusiveness, and leadership.

At Harbour Sport, we want you to 'OWN' your role. You are the leader of your own business unit. You are responsible to deliver, market and promote your work, to develop and innovate, to ensure all work is done to the Harbour Sport standard, to carry out research and apply best practice, to be accountable for your progress and to evaluate all work and complete to the highest standard. Harbour Sport values continuous improvement and expects a commitment from 'good to great'. This is by far the most important aspect of your work in our organisation, and it will determine your remuneration and growth opportunity.

Key Areas of Role and Responsibilities

- **Maintain the existing network of approved Community Strength and Balance classes**
 - Work with current providers of existing, approved Strength and Balance classes to ensure ongoing compliance with ACC criteria, maintain engagement with the programme by ensuring strong relationships and collaborating where appropriate.
 - Ensure the success of provider benefits programme and provider engagement initiatives.
 - Maintain high administrative standards, including effective use of the Customer Relationship Management (CRM) database, to ensure class information is current and class reapproval frequencies align with programme criteria.
 - Design and deliver workshop training for Community Strength and Balance providers, including class content, health and safety.
 - Gather and process data from the class network for reporting purposes, including writing case studies as needed. Input into periodic team planning and reviews.
- **Establish additional approved classes in areas where they are not currently available**
 - Identify/establish/assess new provider/class opportunities.
 - Engage, inform and provide necessary support and training feedback to new providers/classes to achieve the ACC criteria for CSB classes, and achieve sustainable engagement in the programme.
- **Increasing engagement and attendance in evidence-based strength and balance initiatives for older adults who are at a risk of falling.**
 - Advocate for and ensure the successful implementation of partner initiatives and opportunities, such as ACC's NYMBL app.
 - Work closely with referrers such as GP's and other health professionals to promote the Community Strength and Balance programme and fall referral service, including working with internal and external GRx teams to enable the integration of Strength and Balance information and exercises into GRx opportunities with older adults.

- Proactively promote the programme in local areas by ensuring information is available in places and channels relevant to older adults. Build an effective network of community organisations. Establish and deliver regular community outreach seminars to this network.
- **Improving equity of access to meet demand, cultural diversity, and affordability.**
 - Identify, investigate, and enable Community Strength and Balance classes to serve identified areas of need, e.g., ethnic based and higher needs populations such as Māori, Pacific, Asian, people in retirement villages and rural populations.
 - Support development and ensure sustainability.
 - Connect with community organisations to enable/ensure approved classes which represent relevant cultural diversity for community.
 - Maintain local area demographic/population information. Periodically review approved class network to assess attendance, geographic reach, diversity and affordability and work proactively to enable the cultural and community relevance of the programme.
 - Advocate for affordable class pricing for older adults when assessing classes for approval, ensuring a range of more affordable classes where possible.

Relationships External

Establish and maintain effective relationships with key stakeholders including:

- Providers of community exercise classes, e.g., Tai Chi, Pilates
- Leisure Facilities, Gyms and Fitness Centres
- Multi-site operators, e.g., Auckland Council/YMCA/CLM
- Community groups, particularly Māori, Pacific and Asian
- Retirement Villages and Rest Homes
- Aged care and disability service providers
- Health Agencies
- GPs/ Practice nurses/HIP/Health Coaches
- Māori Health Providers
- Pacific Health Care providers
- Physiotherapy clinics
- Primary Health Organisations
- Local Boards
- Marae/Iwi
- Church groups
- Community venues
- Regional Sports Trusts
- Tertiary Institutes

Relationships Internal

- Harbour Sport Staff

Experience and Knowledge

Essential

- Excellent relationship development and management skills
- Ability to communicate clearly and effectively with a wide range of people
- Good understanding and experience of working closely with community cultural organisations and populations
- Ability to motivate, engage and influence people
- Strong team player
- Action oriented, results driven
- High standards of integrity, sound judgement and decision making
- Personal commitment to continuous improvement
- Commitment to improving activity in the community
- Ability to work well under pressure and change
- Organise and manage multiple tasks and projects to meet deadlines
- Commitment to ongoing training and professional development
- Excellent oral and written communication skills in English including report writing
- Highly computer literate and systems orientated
- Willing to work flexible hours, including weekend/evening work occasionally
- Holder of a New Zealand Driving Licence

Desirable

- Relevant qualifications in sport and recreation, exercise prescription, group exercise or similar
- Minimum of 3 years working in the fitness industry or related field with group exercise and preferably 'trainer the trainer' experience
- Experience with relationship management, particularly health agencies, recreational facilities, group exercise providers
- Current first aid certificate is preferred

Other Duties

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties, and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document, and the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.