

Job Description

Job Title	Community Strength and Balance Advisor/Administrator
Organisation	Harbour Sport
Prepared	January 2026
Location	Sports House, Stadium Drive, Albany
Term	Permanent, Full Time, Hybrid (40 Hours per Week) <i>Hybrid working starts after onboarding once competence and confidence has been demonstrated.</i>

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.

This role supports the delivery of a high-quality Community Strength and Balance programme by managing the Falls Referral Service, ensuring timely follow-up of referrals and engagement with falls prevention initiatives. The service supports the contract goal of increasing participation in evidence-based strength and balance programmes for older adults at risk of falling.

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 actively collaborate with colleagues and community stakeholders, demonstrating enthusiasm and teamwork to achieve agreed key tasks and KPIs, while 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

- Manage and deliver Harbour Sports' Community Strength and Balance falls referrals service and associated processes.
- Assess the needs of those referred and on-refer where needed.
- Maintain an extremely important level of patient confidentiality.
- Effective and timely administration, including process review as required, to maintain optimal outcomes and efficiency.
- Deliver timely, high-quality communications for the fall referral service (in-person, phone, email, letter).
- Accurately maintain referral records and reporting, as required.
- Identify gaps in approved class network and work collaboratively with S&B colleagues to inform programme growth strategy.
- Collaborate with key stakeholders to enable an effective referrals network.
- Make ongoing improvements to the referrals network by maintaining strong, professional, and mutually beneficial relationships with health providers in the contract area.
- General administrative duties to support the programme and wider team from time to time.
- Support ACC initiatives, ensure the information provided to people referred is clearly understood and able to be actioned.
- Undertake such personal development as may be deemed necessary to meet the duties and responsibilities commensurate with nature of the position.
- Undertake such other duties and responsibilities commensurate with the nature of the position and role within the Harbour Sport team.

Relationships External

Establish and maintain effective relationships with key stakeholders including:

- Older adults referred to CSB programme
- Te Whatu Ora and other health Agencies, e.g., St John
- Māori Health Providers
- Pacific Health Care providers, e.g., The Fono, South Seas
- Multi-site operators, e.g., Auckland Council/YMCA/CLM
- Physiotherapy clinics and similar
- GPs/ Practice nurses
- Aged care and disability service providers
- Fracture Liaison Service
- ACC
- CSB lead agencies
- Regional Sports Trusts
- Tertiary Institutes

Relationships Internal

- Harbour Sport Staff

Experience and Knowledge

Essential

- Mature, action oriented, results driven
- High attention to detail and accuracy
- Ability to work autonomously and within a wider team
- Ability to communicate clearly and effectively with a wide range of people in all situations
- Excellent phone manner with the ability to build rapport and empathy with older adults
- Highly developed organisational skills and time management
- Good understanding of community cultural organisations and populations
- Ability to motivate, engage and influence people
- High standards of integrity, sound judgement and decision making
- Personal commitment to excellence
- Commitment to improving the health and physical recreation status of the community
- Ability to organise and manage multiple tasks and projects to meet deadlines
- Ability to work well under pressure and change
- 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 some evening work
- Holder of a New Zealand Driving Licence

Desirable

- Relevant qualifications in sport and recreation, exercise prescription, health, older adults, group exercise or similar
- Minimum of 3 years working in the fitness industry, health, older adults, group exercise or related fields
- Experience in working directly with older adults
- Experience in working with culturally diverse populations
- Experience in relationship management in a health/wellness/exercise setting
- Experience in administration and data entry
- Experience connecting with clients over the phone

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.