

Position Description – Program Coordinator (Salty Surf School)

Role Purpose

The Program Coordinator plays a vital hands-on delivery and operations role within one of our core adventure streams – Salty Surf School. Reporting directly to the Director of Adventure, this role is 80% Program Facilitation and 20% Program Coordination.

The Coordinator ensures that daily Surf, SUP, and Water Safety programs are personally delivered and instructed to a high standard, while running smoothly and safely in line with the strategic plans, schedules, and budgets set by the Director of Adventure. This includes acting as the lead instructor for the majority of sessions, coordinating daily logistics, supporting other instructors on the ground, and ensuring all participants receive safe, engaging, and high-quality learning experiences.

Key Responsibilities

Program Facilitation (80%)

- Act as the lead instructor for Surf, SUP, and Water Safety programs, ensuring sessions are safe, engaging, and meet participant learning outcomes.
- Adapt activities to suit group needs, weather conditions, and varying ocean/beach environments.
- Deliver clear safety briefings and practical demonstrations in line with Surfing Australia and aquatic industry best practices.
- Provide in-water coaching and ongoing feedback to participants of varying ages and abilities.
- Mentor and support junior instructors during sessions, ensuring delivery consistency and safety compliance.
- Build strong rapport with participants, parents, and client groups, delivering exceptional customer service.
- Monitor environmental conditions in real time and make informed decisions to modify or relocate sessions if required.

Program Coordination (20%)

- Implement daily program schedules as developed by the Director of Adventure.
- Create staff rosters ensuring all sessions have appropriately qualified instructors and meet required ratios under adventure activity guidelines.

- Coordinate session logistics, including vehicle movements, towing surf/SUP trailers, and driving buses.
- Prepare, transport, and maintain boards, wetsuits, PFDs, and safety/rescue equipment for each program.
- Conduct post-session equipment checks and report maintenance requirements promptly.
- Maintain daily communication with program staff, providing clear pre-session briefings and end-of-day debriefs.
- Report operational issues, safety concerns, or service gaps to the Director of Adventure in a timely manner.

Key Selection Criteria

Qualifications & Experience

- Relevant peak body qualifications (e.g., Surfing Australia Foundation Instructor, SUP Instructor, Surf Rescue or Bronze Medallion).
- Minimum 3–5 years' experience delivering surf, SUP, or aquatic-based programs.
- Demonstrated skills in water safety instruction and ocean risk assessment.
- Experience working with school groups, community groups, and public participants of varying ages and abilities.
- Minimum Provide First Aid & CPR certification (Advanced Resuscitation highly regarded).
- Light Rigid driver's licence (or willingness to obtain) and towing competency for trailers.

Skills & Attributes

- Hands-on leadership and teamwork skills in an aquatic/outdoor program setting.
- Strong coordination and organisational skills with the ability to run multiple daily sessions efficiently.
- High safety awareness and ability to follow risk management protocols in dynamic environments.
- Excellent verbal communication skills and confidence engaging with groups on the beach and in the water.
- Quick problem-solving skills to adapt to changing surf/weather conditions.
- Professional presentation and commitment to client satisfaction.
- Inclusive approach that respects cultural diversity and individual learning needs.

Other Requirements

- Working with Children's Check and National Police Check.
- Flexibility to work weekends, evenings, and peak holiday periods.
- Ability to travel within the Mornington Peninsula and other permitted coastal locations.
- Adherence to all organisational policies and procedures.

Employment Details

- **Position:** Full-time, permanent
- **Reports to:** Director of Adventure
- **Location:** Mornington Peninsula-based, with delivery at multiple beaches and aquatic locations (including Wilsons Promontory)
- **Salary:** \$50,000 + Super + 10 weeks leave