Swim Teacher

Position description

February 2018

Privacy & Data Protection Act 2014

Privacy Collection Statement: Personal information requested on this form will only be used by Council to carry out its functions and activities and will not be disclosed without your consent except where authorised by law. If you do not provide all or part of the personal information required we may not be able to process your request in an effective and efficient manner. You have the right to seek access and correction of your personal information.

Position description

Position title	Swim Teacher
Classification	Band 1
Directorate	Economic and Community Development
Department	Economic Growth

Our organisation

Northern Grampians Shire Council values community spirit, innovation and collaboration. We have implemented Activity Based Working, operate on Google platform, and where possible we are upgrading our systems to be cloud-based. This improves efficiency and equips our employees to undertake their roles effectively and efficiently whether they are working in the office or out in the community.

Our core values

Northern Grampians Shire Council is committed to providing a seamless customer experience.

Responsive: *We will engage with all stakeholders and listen and respond appropriately to your needs*
Innovative: *We will be positive and endeavour to find solutions and choice in our service delivery*
Continuous Improvement: *We will continually strive, within our means, for best possible practice and improvement in service delivery*
Prompt: *We will respond promptly, within agreed timeframes, to all of your requests*
Respectful: *We will be respectful and conscious of diversity and make available information and services in an accessible and inclusive manner*

Position objectives

This position is responsible for working as part of a committed team to deliver a high quality, safe customer focused service to the patrons of Stawell Sports and Aquatic Complex (SSAC) facilities.

Key responsibility areas

- Plan, prepare and safely conduct swimming lessons to the Austswim standard
- prepare lessons plans to ensure a consistent and progressive service
- provide clear and accurate instruction of drills, activities and games according to best practice principles
- assess and report on participant readiness, progression and/or level attainment
- monitor, improve and refine participant performance by determining the instructional methods and styles appropriate to each participant group, reviewing and adapting as necessary
- uphold legal and ethical standards pertaining to security of clients, employee and equipment, report or referring issues as required
- supervise and assist in the development of Austswim training candidates or other probationary employees who may participate in your class
- undertake supervision of pool patrons and user groups to ensure water safety in accordance with centre policies and procedures, Royal Life Saving Society Australia (RLSSA) guidelines for safe pool operation and industry standards and practices
- maintain and ensure safety standards are met in the aquatic environment at all times
- ensure that the highest standards of cleanliness and hygiene are maintained including:
    - ensure loose rubbish is constantly cleared from the facility floor
    - ensure the pool deck, change rooms and toilet facilities are left in a hygienic manner
    - undertake centre housekeeping duties as required
    - maintain equipment as outlined in care instructions on a continual basis
- ensure accurate recording and reporting of all accidents, incidents and customer complaints
- maintain high standards of customer service and professional conduct to all patrons and user groups by:
    - providing an information and advisory service regarding all aspects of the leisure facilities
    - accurately entering data and facility usage in the computer system where required
- ensure the behaviour of all customers is conducive to the provision of a safe and enjoyable leisure experience

- assist and rectify where possible clients difficulties and queries
- promote a positive outlook for the Northern Grampians Shire Council corporate values
- promote the use of the complex facilities at all times
- undertake the responsibilities of Duty Manager when required
- perform, as directed, other duties that are within the limits of the incumbents' skill, competence and training.

Corporate responsibilities

All staff will:

- ensure that Council's Code of Conduct is adhered to at all times
- adhere to Council's OH&S, risk management, equal opportunity and risk management policies, procedures and work practices as well as act in accordance with the Charter of Human Rights.
- ensure that information about the activities and direction of the role are communicated to managers and staff within the organisation
- ensure all organisational reporting, Council and management meeting requirements are completed accurately and on time
- ensure Council's document management and customer-tracking systems are utilised and correspondence is actioned within required time frames

Organisational relationship

Reports to	Team Leader SSAC
Manages	n/a
External relationships	Patrons, members of the public, clubs and community groups, schools
Internal relationships	Council employees

Accountability and extent of authority

Directly accountable to the Team Leader SSAC and tasks should be carried out with due regard to Council's policies and good public relations

Judgement and decision making

- work is clearly defined with established procedures well understood or clearly documented
- ability to resolve minor problems that relate to immediate work tasks, help and guidance is always available from Team Leader SSAC
- Guidance and advice is always available from the appointed Duty Manager and/or Team Leader Leisure Services

Specialist skills and knowledge

- Sound knowledge of pool supervision, water safety, water education, first aid, resuscitation and rescue techniques and public safety requirements
- overall knowledge and appreciation of codes of practice, legislative requirements and health safety regulations relating to the supervision of aquatic education and the operations of an aquatic facility
- proficiency in the application of water treatment, desirable
- commitment and ability to deliver quality customer service

Management skills

- ability to relate to patrons and staff in a professional manner
- efficient time management skills required for service delivery
- understanding of the principles of Occupational Health & Safety as they relate to the workplace
- ability to assist other staff, where necessary, to ensure the smooth operation of the centre

Interpersonal skills

- excellent verbal communication skills to effectively communicate with members of the public, staff and contractors.
- ability to work positively as a member of a team

Qualifications and experience

- current Austswim qualifications
- Australian Resuscitation Council (ARC) recognised resuscitation certification
- current Level 2 (senior) first aid certification
- current Pool Lifeguard qualifications, desirable
- experience working in an aquatic and leisure centre environment, desirable
- previous experience in cash receipting, desirable

Selection criteria

- Relevant qualifications or experience as specified above.
- Sound knowledge of pool supervision, water safety, water education, first aid, resuscitation and rescue techniques and public safety requirements
- Ability to implement the highest standards of public supervision and safety
- Commitment and ability to deliver quality customer service
- Excellent verbal communication skills
- Efficient management of time and work priorities

Conditions of employment

Conditions of employment are in accordance with the *Northern Grampians Shire Council Enterprise Agreement Number 7 – 2016* and Northern Grampians Shire Council policies and procedures.

Tenure - Casual with capability to work on a roster including early starts and weekends

Probation period - All Council appointments are subject to a minimum period of employment ("probationary period") of three months This period may be extended by a further three months if circumstances require such an extension.

Driving licence – The incumbent must hold a current driver's licence which allows them to drive within Victoria.

Medical examination - All appointments are required to undertake a satisfactory pre-employment medical examination at Council's expense.

Working with Children Check - The incumbent must hold a current Working with Children Check.

Police Check - All appointments are subject to a satisfactory National Police Record Check.
Position subject to a current national police check to be updated every three years and assessed as suitable to work in aged care.

Competency requirements - This position will be required to maintain the following competencies:

- Austswim Certification
- Level 2 First Aid & CPR
- Pool Lifeguard Certification, desirable

Workcover arrangements - As a condition of appointment to this position, the appointee must disclose pre-existing illnesses or injuries prior to employment and may be required to undertake a medical examination with a Registered Medical Doctor; failure to do this may remove the appointee's entitlement to any future Workcover compensation.

Document review

Date Approved/reviewed	February 2018
Prepared by	

Approved by

Employee’s signature

Chief Executive Officer’s signature
or
Manager Human Resources signature