

Position Description: **Learn to Swim Instructor**

POSITION DETAILS

Position grade	Grade 3		
Position type	Casual		
Reports to	Team Leader - Aquatic Programs		
Department	Assets, Capital and Facilities		
Job function group	Operations		
Staff reporting responsibilities	Nil	Budget responsibility	Nil

Our purpose is to provide valuable services that strengthen and support the Cumberland Community. Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

In contributing to the overarching vision, the Learn to Swim Instructor delivers high quality classes to the community of Cumberland City Council in line with Council's policies and procedures and AUSTSWIM industry standards.

QUALIFICATIONS AND EXPERIENCE

Essential

- Current Swim Instructor qualification
- Current HLTAID009 Provide cardiopulmonary resuscitation (CPR)
- Current Working with Children Check (WWCC)
- Demonstrated ability to work within a team environment
- Demonstrated experience in the effective instruction of swimming classes
- Excellent communication skills
- Excellent customer service skills
- Strong time management and organisational ability
- Experience dealing with customer enquiries and complaints

Desirable

- AUSTSWIM Extension Courses (Access and Inclusion, Infants, Adults, Towards Competitive Strokes, WETS Aqua)
- Experience in Pool-Deck Supervision

EMPLOYMENT SCREENING CHECKS

- ☐ Qualification/s verification
- ☐ Working With Children's Check

DUTIES AND RESPONSIBILITIES

- Work a roster as required and agreed by management prior to commencement of each term/program which may incorporate Saturdays and/or Sundays.
- Efficiently and effectively deliver instruction of classes to program participants in line with Cumberland City Councils Programs Manual.
- Develop lesson plans for all classes to encourage progression through the programs range of skills.
- Demonstrate interest, enthusiasm and respect towards all students, parents and colleagues.
- Prioritise a high level of safety within classes conducted and ensure knowledge of facilities emergency procedures is maintained.
- Perform regular assessments and maintain skill progression knowledge of the participants in the program.
- Assist the Team Leader – Aquatic Programs with pool-deck assessments and communicating results/feedback to customers.
- Deliver lessons in line with Council's organisation vision and values.
- Set up and pack up equipment in a safe manner.
- Ensure that the Team Leader – Aquatic Programs is advised of any faulty or damaged equipment.
- To actively participate in and attend mandatory training and meetings and undertake professional development as required.
- Ensure that required qualifications are maintained at all times
- Commit to shifts on a term basis and ensure you are available to undertake all allocated classes that have been mutually agreed.
- Respond positively, efficiently and diplomatically to the needs of Council's customers in a timely manner.
- Take ownership of customer enquiries, ensuring a first contact resolution focus.
- Maintain and enhance the Council's corporate image in accordance with Council's values.
- Adhere to Councils policies, procedures and any swim centre manuals/guidelines at all times.
- Assist when appropriate with all events, functions and promotions conducted by the Aquatic Centres Team.
- Any other duties as requested by the Swim School Team in line with skills and experience.

YOUR CORPORATE ACCOUNTABILITIES

Work Health and Safety (WHS)

- In accordance with Council's Work Health and Safety Statement, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To



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meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have sited this statement.

- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to Safe Work Method Statements, Safe Work Procedures, WHS Policies/Statements, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Comply with any reasonable instructions from Council's Managers in compliance with the WHS Roles and Responsibilities Procedure
- Wear all personal protective equipment (PPE) applicable to this position and comply with Council's Personal Protective Equipment Procedure
- The Executive Managers, Managers, Coordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively implemented within their areas of control, to support all under their immediate control and hold them accountable for their specific responsibilities.

Child Safe Organisation

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions and will implement all necessary measures to ensure a safe and supportive Council environment, which endeavours to promote child safe, child friendly practices.
- If this position is designated as child-related as defined by the Office of the Children's Guardian, you will be required to hold a valid Working with Children Check (WWCC) if over the age of 18. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.
- If this position is not currently designated as child related, Council may review this at any time and choose to amend the position to be designated as child related. Employees will be duly notified if this was to occur.

Fraud and Corruption Prevention

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to their Manager, Director, or Council's Internal Ombudsman in the first instance, who is obliged to inform the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.
- Comply with Council's ethical conduct, risk management and policy frameworks and Fraud and Corruption Control Plan and Policy.
- Follow and implement any risk based controls and procedures identified for the Business Unit to help prevent and detect any fraudulent and corrupt activity.



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Customer Service

- Cumberland City Council are committed to striving for the delivery of excellent customer service. All employees will be held accountable to provide excellent service and the highest level of professionalism whilst performing the duties outlined in their position description.
- To contribute to this customer service oriented culture, it is expected that all employees respond to customer enquiries via all channels of communication relevant to your position, including phone calls, emails and requests/applications tasks via Council's customer request management system. You will also be expected to provide information in a timely, accurate and reliable manner in your position to ensure you deliver a positive customer experience.

SIGNATURE AND ACCEPTANCE OF POSITION

Employee name

Employee signature

Date of acceptance



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