

Role Description

Swim Programs Instructor



Title	Swim Programs Instructor
Classification/Grade/Band	Band 1 Level 3
Group/Unit/Section	Community and Recreation Service / Leisure, Beach Safety and Community Facilities / Leisure and Pools / Customer Service and Swim Programs
Reports to	Crew Leader Swim Programs

Vision

A vibrant organisation doing great things.

Purpose

To provide valuable services that strengthen and support the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Be Safe, Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Swim Programs Instructor is responsible for providing swim programs to groups of all ages. The position of Swim Programs Instructor is required to provide quality customer service and create value for the community.

Key Duties and Responsibilities

- Deliver high quality swim programs to enable participants to achieve their personal development goals and improve the swimming skills of the community;
- Deliver swim programs as per Central Coast Councils Learn to Swim Program guidelines and lesson plans as directed by the Crew Leader;



- Continually review and keep track of participants' progress;
- Ensure participant safety at all times through provision of safe activities and continual surveillance of swim class members;
- Prepare lessons and equipment as instructed;
- Explain the features and benefits of the swim programs to prospective new customers;
- Maintain effective relationships with users of the facility and communicate effectively with other staff members and the public;
- Maintain excellent and ongoing customer focus within the business, to ensure a positive experience for all users;
- Follow safe work practices and take reasonable care of own and others health and safety;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Decisions are either guided by practices, procedures and precedent or made in consultation with the immediate supervisor;
- Decisions affect the work and activities of others within the work group or team;
- The work of the Swim Programs Instructor influences the external environment by ensuring services are consistent with Council standards;
- The Swim Programs Instructor complies with operational requirements in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the employee's acts or omissions;
- Has little or no responsibility for budget development;



- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

Personal Attributes

- Be adaptable, flexible and focused when dealing with change;
- Represent Council honestly, ethically, professionally and lead by example;
- Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
- Be responsive to the input of others and works to understand their perspectives.

Interpersonal Skills

- Listen to others and asks appropriate, respectful questions and adapts behaviour accordingly;
- Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customers' needs;
- Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
- Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/ or withdraw from a conflict situation.

Business Enablers and Technical Skills

- Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
- Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;
- Identify issues that may impact on task completion and provides appropriate solutions;
- Understand delegations and act within authority levels;



- Exercise fiscally responsible behaviour and remain up to date with financial delegation processes;
- Support system improvement initiatives and embrace new technologies.

Team Work

- Recognise and acknowledge individual/ team performance;
- Monitor and use resources responsibly to achieve team objectives;
- Work as a supportive and cooperative team member, shares information and acknowledges others' efforts;
- Accommodate changing priorities and respond flexibly to uncertainty and ambiguity.

QUALIFICATIONS

Essential

- Current AUSTSWIM qualification in teaching of swimming and water safety or Swim Australia Teacher (SAT) or Swim Coaching qualifications or equivalent;
- Provide Cardiopulmonary Resuscitation (CPR) certificate (HLTAID 009);
- Working with Children Check Clearance Number or Application Number as per Child Protection (Working with Children) Regulation 2013 and Date of Birth for the purpose of verification.

Desirable

- AUSTSWIM Teacher of Infant and Preschool Aquatics or Swim Australia Teacher of Babies & Toddlers (SAT B&T)
- AUSTSWIM Teacher of Aquatics- Access and Inclusion or Swim Australia Teacher of Learners with a Disability (SAT LWD)
- AUSTSWIM Teacher of Towards Competitive Strokes or Swim Australia Teacher of Competitive Swimming (SAT CS)
- AUSTSWIM Teacher of Adults or Swim Australia Teacher of Adolescents and Adults (SAT AA)



EXPERIENCE

- Demonstrated experience in delivering high quality swim programs of various levels or demonstrated previous experience in coaching swimming;
- Demonstrated ability to participate and actively contribute in a team environment to achieve organisational goals and outcomes;
- Strong customer service ethos and a demonstrated customer-centric approach to service provision;
- Demonstrated ability to communicate effectively with other staff and members of the public both verbally and in writing;
- Demonstrated ability to embrace change and commitment to work across multiple work locations.

Key Relationships

Internal	External
Section Managers/Team Leaders	Members of the Public/residents/ratepayers
Crew Leaders	Community Organisations – sports clubs etc.
Other Council employees (not including direct reports)	

