



POSITION DESCRIPTION

Position Title	Learn to Swim Supervisor	
Directorate	Planning	
Service	Sports and Recreation	
Responsible to	Learn to Swim Team Leader / Aquatic Programs Coordinator	
Position Supervises	Direct: Indirect: Nil	
Position No.	IW1068, IW1129, IWTBC	
Status	Permanent Full-Time	
Hours	<p>Based on 35 hours per week (Monday- Sunday)</p> <p>The Inner West Council Aquatics Facilities operate for 7 days per week from early morning to late evenings. This role will be required to work a range of shifts in accordance with the roster.</p> <p>This position will be required to work at other IWC Aquatics Facilities either on an ad hoc basis, rotational basis, or as part of a deployment to another facility.</p>	
Salary Point	23 - 30	Band/Level: 2/2
Allowances	As applicable to the position	
Pre-employment checks Legislative requirements	X Working with Children Check X Police Check	
Date reviewed: September 2021		Reviewed by: Senior Manager Sports and Recreation

POSITION PURPOSE

To assist the Learn to Swim Team Leader and Aquatic Program Coordinator in the planning, delivery and evaluation of all swim education programs. Overseeing all swimming programs, ensuring efficient and effective operations with a high level of customer service to the Aquatic Centre's users.

SELECTION CRITERIA

Inner West Council is committed to the principles of Equal Employment Opportunity, Work Health and Safety, sustainability, continuous improvement and business excellence. We are here to be of service to our community and make the Inner West a great place to be. Council puts 'Our Values' with Integrity, Respect, Innovation, Compassion and Collaboration as a set of values and behaviours for all levels in the organisation. Employees are expected to demonstrate commitment to these Values in performing their respective roles. In addition to these, the following criteria outline those that are relevant to this specific position.

Essential Criteria

1. Austswim instructors Certificate or equivalent.
2. Current Resuscitation Certificate.
3. Planning and organising skills, ideally swim programming.
4. Experience in instructing all levels/age groups of Learn to Swim (LTS).
5. Excellent communication, customer service and problem solving skills.
6. Ability to lead a team and solve problems quickly and constructively.
7. Self-motivated, trustworthy and committed.
8. Enthusiastic, fun and a passion for teaching swimming to children
9. Sound computer and administration skills.
10. Supervisory Experience.
11. Knowledge and understanding with a commitment to implement EEO & WH&S principles.

Desirable Criteria

- Green Coaching Licence, Austswim extension courses.
- Degree or Diploma in recreation or health and fitness discipline.
- LTS and Coaching experience at other facilities.
- Senior First-Aid.
- Bronze Medallion/Pool Lifeguard.
- Experience and knowledge of leisure management software.
- An understanding of Inner West Council Swim School lessons plans and swim school guidelines
- A passion for health, fitness and wellness.

KEY DUTIES, ACCOUNTABILITIES & RESPONSIBILITIES:

- Roster set on a month to month basis and agreed by the Team Leader and Centre Manager
- Supervisor must be adaptable and step in to cover learn to swim, coaching, reception, and Wet Deck Shifts when required
- The ability to be able to work at times on a Saturday or Sunday for continuity of the Learn to Swim program
- Assist the Aquatics Program Coordinator and Learn to Swim Team Leader in the planning, delivery and evaluation of all swim education programs.
- Deliver, monitor and evaluate swim school programs to ensure program quality with a timely professional operation that meets current industry standards.

- Implement the daily tasks of swim school management which will assist the smooth delivery of all swim education programs.
- Supervise and ensure the smooth delivery of all LTS lessons being conducted in the program pool and maintaining a maximum level of customer service to instructors, parents and swimmers.
- Assist in the delivery of staff training programs, both in-house and external, and identify individual staff training needs.
- Step in as Learn to Swim Instructor if required and provide quality “Learn to Swim” (LTS) instruction for all ages and abilities.
- Assist in delivering staff inductions to new instructors and assist with the recruitment process of potential staff
- Coordinate the Austswim Trainee Instructor program. Including inquiries, 1st day contact, feedback, review and assessments.
- Assist in the coordination and planning of other swim education programs such as Special Needs, Sydney Community College and future programs.
- Ensure program delivery is of the highest standard and Instructors are adhering to lesson plans.
- Identify training needs for the LTS program and provide any necessary training for individual instructors.
- Assist the LTS Team Leader daily on general management of the shift. Assist where needed on transfers, complaints, situations and pass on feedback and instructions.
- Attend and assist in delivering Instructor and Supervisor team meetings. Assist in developing agenda items, promoting discussion and providing feedback.
- Identify and resolve complaints and situations using a range of problem-solving and decision-making tools. Resolve in a manner that promotes positive customer service.
- Assist in developing, and foster strategies to improve team cohesion and performance within the department, e.g. awards, outings, high levels of communication etc.
- Assist in setup of computerised booking system each term. Contribute to enrolment periods by assisting as a customer service representative and processing bookings.
- Complete Supervisor job tasks e.g. certificate writing, collating and sorting of grading cards.
- Keep a high level of communication with the Team Leader and Aquatics Program Coordinator at all times, and especially during holiday periods when changes to roster, tasks and annual leave are planned.
- Liaise with other facilities to observe and discuss their LTS and swim school operations.
- Fulfil administrative tasks allocated by the Learn to Swim Team Leader.
- Assist in the timetabling and development of future swim school programs.
- Assist in the development of marketing strategies for LTS department.
- Design of relevant swim school handouts, and notice board updates.

KEY RELATIONSHIPS:

Internal: Aquatic Programs Coordinator, Learn to Swim Team Leader and staff, other aquatic centre staff

External: General public, pool users and community groups

WORK HEALTH AND SAFETY RESPONSIBILITY STATEMENT SUPERVISORS / TEAM LEADERS / GANGERS

LEVEL 5

Level 5 Supervisors, Team Leaders and Gangers have the responsibility to ensure that they perform their duties in accordance with their job description, Council's policies, procedures and safe working practices and comply with Work Health & Safety legislation. They must also ensure employees and non-employees within their area of control comply with the Work Health and Safety legislation in performing their stated duties in accordance with Council policies, procedures and safe work practices. These responsibilities are performed by:

Responsibilities	Performance Measures
<ul style="list-style-type: none"> Ensuring all appropriate actions are taken to implement the Health and Safety policy, procedures to satisfy legislative requirements. 	<ul style="list-style-type: none"> Evidence of promotion of, and conformance with, Council policies and procedures
<ul style="list-style-type: none"> Ensuring regular monitoring of Health and Safety performance in the area of their responsibility. 	<ul style="list-style-type: none"> Conducting Workplace inspections, development of a hazard register, conducting Audits where appropriate. Analysis of accident/incident trends Regular team meetings Use of the hazard reporting process
<ul style="list-style-type: none"> Commitment to WH&S 	<ul style="list-style-type: none"> Visibly showing commitment to health and safety through participation in formal and informal discussions, workplace visits and hazard inspections etc
<ul style="list-style-type: none"> Undertaking accident/incident investigations 	<ul style="list-style-type: none"> Evidence of documented and signed accident investigation forms
<ul style="list-style-type: none"> Liaising with Health and Safety representatives in relation to workplace Health and Safety issues. 	<ul style="list-style-type: none"> Regular meetings with WH&S rep
<ul style="list-style-type: none"> Improving health and safety performance 	<ul style="list-style-type: none"> Initiating action based on audit, inspection results and feedback from staff
<ul style="list-style-type: none"> Undertaking regular inspections to assist in the identification of hazards 	<ul style="list-style-type: none"> Development of a schedule of inspections Completed inspections
<ul style="list-style-type: none"> Attending health and safety meetings 	<ul style="list-style-type: none"> Evidence of signed/ documented minutes
<ul style="list-style-type: none"> Providing new employees with Health and Safety induction training and specific job training where required 	<ul style="list-style-type: none"> Employee inductions complete. Evaluation of induction by employees

Responsibilities	Performance Measures
<ul style="list-style-type: none"> Facilitating rehabilitation for injured employees 	<ul style="list-style-type: none"> Evidence of signed return to work programs Selected duties register
<ul style="list-style-type: none"> Ensuring employee awareness of Health and Safety management systems and specific workplace hazards 	<ul style="list-style-type: none"> Regular documented meetings with staff Conducting random inspections to ensure that correct WH&S procedures are being implemented by staff
<ul style="list-style-type: none"> Providing a clear definition, in writing, of all work procedures 	<ul style="list-style-type: none"> All work instructions are documented and provided to staff with explanation
<ul style="list-style-type: none"> Developing health and safety procedures 	<ul style="list-style-type: none"> Development of specific procedures where required
<ul style="list-style-type: none"> Knowledge of WHS and related legislation 	<ul style="list-style-type: none"> Attendance at training sessions

Applicant Declaration

I, have read and understood the position description for the **Learn to Swim Supervisor** as detailed in this

Signature:

Date: / /