



POSITION DESCRIPTION

Our Values:



Respect



Strive



Passionate



Communicate

Position title: Learn to Swim Instructor

Position code:

Name:

Section: Partnerships, Planning and Engagement

Position reports to: Aquatics Coordinator

Band and level: 1/3

Staff management: Nil

Budget responsibility: Nil

Primary function of the role:

The Learn to Swim Instructor provides swimming lessons to groups, schools and individuals as per the Goonellabah Sports and Aquatic Centre and Lismore Memorial Baths (GSAC & LMB) Swimsations Learn to Swim program.

The position reports directly to the Aquatics Coordinator and works closely with the Deck Supervisor while on duty. GSAC & LMB are part of the Liveable & Active Communities section of the Partnerships, Planning and Engagement Directorate of Council.

Person Description:

The right person for this role will:

- Be accepting of new ideas and embrace change
- Be outcome focused
- Be self-motivated, proactive, and aware
- Be open minded in sharing information and knowledge freely
- Be a team player
- Have personal integrity and take responsibility
- Have excellent time management skills
- They will embody Council's values.

The Learn to Swim Instructor:

- Delivers Learn to Swim classes according to the Swimsations Learn To Swim program.
- Ensures the safety of all students
- Provides direction and tuition to participants
- Delivers consistently high levels of customer satisfaction and teaching excellence.
- Demonstrates Council values (*Passionate, Communicate, Respect, Strive*)
- Maintains a professional standard of presentation, wearing appropriate attire in and out of the water.
- Provides evidence of all relevant qualifications prior to appointment to this position
- Provides a reasonable timeframe when changing start and/or shift times
- Is punctual, prepared, and organised. Is present and ready to work prior to the start of all shifts.

Key responsibilities and performance goals:

	Responsibilities	Accountability
Work Health and Safety	<p>Ensures the safety of all students during their lesson.</p> <p>Awareness of work health and safety responsibilities, ensure compliance with the legislation and regulations that govern the operations within the Program area and assist others in the team to implement the relevant policies, procedures and processes</p>	<ul style="list-style-type: none"> • Be engaged with workforce fostering a culture of safety and behaviour based on safety principles. • Be familiar with and follow WHS Policies and Procedures, follow Council procedures for hazard identification and risk control, and raise WHS issues which need to be addressed • Workplace Health and Safety is everyone's responsibility
Best Practice and Benchmarking	Deliver Learn to Swim classes according to the Swimsations Learn to Swim program.	<ul style="list-style-type: none"> • Establish, monitor and review benchmarks to meet expectations and delivery of swimming programs. • Attend and participate in meetings and training sessions
Customer driven service delivery	Build and maintain relationships with key stakeholders and customers (internal and external) related to program service delivery.	<ul style="list-style-type: none"> • Establish and maintain quality service delivery • Provide a high level of customer service to manage the expectations of internal and external customers in the resolution of their issues. • Accountable for quality and timeliness of lesson delivery • Enhance your knowledge base. • Drive a customer service approach in all internal and external interactions.
People	Employee:	<ul style="list-style-type: none"> • Demonstrate accountable, affiliative, and constructive behaviours in all interactions • Foster an engaged and empowered workforce. Embrace continuous improvement principles to improve delivery of services to Council customers. • Commitment to fostering and participating in a positive team environment. • Be flexible and adaptable to the changing needs of the team. • Participate and contribute. • Be available to take on other roles as required (e.g. in leave periods).

Entry Level Qualifications: Skills and Experience

Qualifications, certificates and licences

- Teacher of Swimming and Water Safety Certificate (Austswim or equivalent)
- Current CPR certificate
- NSW Working with Children Check

Experience, skills and knowledge

- Demonstrated experience and ability to deliver services aligned to the business activities of the team.
 - Proven high degree of personal integrity, emotional intelligence, flexibility and comfort working with ambiguity while driving towards clarity and solutions.
 - Demonstrated experience in the delivery of effective high-level customer service
 - Demonstrated experience in working collaboratively with peers to ensure consistency in the achievement of organisation objectives (multi-skilling, information and resource sharing).
 - Demonstrated ability to work both independently and in a team fostering an environment based on teamwork and cooperation.
 - Thorough understanding of and commitment to equal employment opportunity and work health and safety principles.
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