



## Position Description

<b>Position Title</b>	<b>Learn to Swim Coordinator</b>
<b>Position No</b>	<b>10027</b>
<b>Division</b>	Infrastructure & Economy
<b>Section</b>	Aquatic Centre
<b>Reports to</b>	Aquatic Centre Manager
<b>Current Status</b>	Permanent Part time 30 hours
<b>Band/Level</b>	2/1
<b>Grade</b>	9
<b>Step</b>	Entry- Step 4
<b>Last Reviewed</b>	March 2024
<b>Conditions of Employment</b>	<p>The employee will work within conditions detailed within the Local Government (State) Award and the Council Policies/Systems including, but not restricted to:</p> <ul style="list-style-type: none"> <li>* Council's Salary Administration System</li> <li>* Council's Code of Conduct</li> <li>* Equal Employment Opportunity</li> <li>* Equity &amp; Access to Training</li> <li>* Performance Appraisal</li> </ul>
<b>Work Health and Safety (WHS)</b>	<p>The employee who occupies this position must abide by Council's WHS policies and procedures as described in Council's WHS Manual. The employee must participate in the completion of relevant WHS/Risk documentation and take all reasonable and practicable steps for their own health and safety and of others affected by their actions at work.</p>

## **Position Summary**

To provide high standard swim school programs for the safety, enjoyment and of benefit to participants at the facility.

Provide Aquatics programs and events to meet the individual needs of community participants.

The Learn to Swim Coordinator is responsible for the development, efficient implementation and coordination of Council's learn to swim program in accordance with industry standards.

## **Specific Duties and Responsibilities**

### **Service/Support**

- Work in conjunction with the Aquatic Centre Manager to provide supervision, support and direction for swim teachers and ensure the delivery of the Aquatic Centre Learn to Swim program is of the highest standard possible.
- Act as the main point of contact for registered participant and staff with regard to swimming lesson enquiries, comments & complaints.
- Assist in front counter reception roles where needed
- Coordinate appropriate bookings, payments and use of the facility by liaising with groups and individual users including school learn to swim and birthday parties.
- Act as a learn to swim teacher when needed, including coverage for any shifts and performing a permanent day/s of learn to swim where required.
- Work with the Centre Manager in improving the Learn to Swim program where possible including centre and online booking systems.

### **Staff & Training**

- Participate in lifeguard in-house training sessions
- Facilitate learn to swim in-service training sessions
- Assist in training of new staff
- To work closely with all coaches and instructors to ensure that changes to industry standards and techniques are reflected in Learn to Swim programs
- Create work plans and rosters for Learn to Swim staff

### **Performance Standards**

- Develop, supervise and monitor aquatics programs to deliver a high standard of instruction/teaching and compliance with all legislative requirements, industry standards, regulations, best practice and within budget allocations.
- Be responsible for the maintenance of equipment, cleanliness of the storage area and setting up and putting away of all equipment as required

- Implement strategies with relevant stakeholders to promote the swim school program to new client groups
- Assist in monitoring staff performance, creating a team environment and addressing performance issues.

#### **Other**

- To perform other duties as directed by the manager when required including lifeguard/duty manager duties.
- Assist in maintaining the facility in a clean and safe condition
- Provide feedback on the popularity of the classes and make recommendations on possible changes to the program or timetable in consultation with the manager.

### **Core Duties and Responsibilities**

- Recognise and respond effectively in emergencies in accordance with Centre's emergency action plans
- Processing Customer Enquiries
  - Receive customer enquiries in a courteous and efficient manner
  - Research, assess and respond to customer enquiry within an appropriate timeframe
  - Maintain and develop relationships with the Centre's customers, particularly parents and carer's of Learn-to-Swim students.
  - Provide a range of information on the Centre's programs, activities and promotions to pool patrons where appropriate.
- Operate Office Equipment
  - Operate various office equipment items including photocopier, facsimile machine, heat binder, and shredder.
  - Operate telephone equipment for incoming and outgoing calls.
  - Use of the Aquatic Centre POS system and Swim school Booking program.
- Recordkeeping Responsibilities
  - The incumbent is to undertake responsible and accountable practices for keeping full and accurate records and information for all corporate activities and decisions
  - Prioritise and complete allocated Recordkeeping activities

### **Work Health and Safety Supervisor Responsibilities**

- Present for work in a fit state (not under the influence of drugs or alcohol)
- Not undertake any task / activity for which you have not been trained, inducted or deemed competent to do
- Report all hazards, near misses, injuries, incidents to their immediate supervisor immediately
- Not through act or omission create an unsafe workplace or environment
- Ensure adherence to developed SWMS/RA, SOP's, Procedures
- Assist in the development of specific SWMS/RA where identified and required

- Follow all necessary instruction, training, information and supervision to enable works to be undertaken safely
- Advise immediate/relevant supervisor of any hazard or risk outside area of control or delegation
- Assist in the investigation of all injuries and incidents
- Ensure the safe and correct use of LTS equipment and wearing of correct PPE
- Commitment to Council's Injury Management Procedure
- Maintain good site housekeeping at work location
- Contribute to continual improvement of workplace risk control processes

## **Supervisory Responsibilities**

- Learn to Swim staff

## **Signatures**

I agree to the requirements of this Position Description.

Employee	Date
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Supervisor	Date
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Manager	Date
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## **Selection Criteria**

### **Essential**

- Austswim Teacher of Water Safety or equivalent
- Royal Life Saving lifeguard certificate (or willing to obtain)
- Senior First Aid Certificate and current CPR
- Class C Drivers Licence
- Demonstrated commitment to the principles of integrity and honesty
- Demonstrated commitment to high quality customer service
- High level communication skills
- Commitment to Work Health and Safety
- Possess a valid Working with Children Check.

### **Desirable**

- At least 3 years' experience in Swim School role
- Austswim Assessors' qualification
- Additional elective courses in Learn to Swim
- Have completed a leadership program or be willing to undertake program