

SOUTHERN GRAMPIANS SHIRE COUNCIL

POSITION DESCRIPTION

Position Details

Title:	Leisure Services Officer Swim Teacher
Classification:	Band 3
Position Number:	126.8
Business Unit:	Community Wellbeing
Directorate:	Wellbeing, Planning & Regulation
Reports to:	Senior Aquatic Officer

Our Vision and Values

Vision

Southern Grampians is a growing inclusive and connected community that fosters sustainability, diversity, and innovation

Values

Innovative – we will be open to new ideas, will welcome creativity and embrace change

Respectful – we will be caring, accept differences and value diversity

Collaborative – together we will work smarter to achieve agreed common goals

Trusting – we will be open, honest, and brave

Empowering – we will delegate opportunities, and develop and inspire success

Child Safety

Southern Grampians Shire Council is a child safe organisation committed to the Victorian Child Safe Standards by:

- providing an environment where Aboriginal children and young people can express their culture and enjoy their cultural rights
- having a zero tolerance approach to child abuse
- having a zero tolerance approach to racism and an expectation that staff and volunteers will act on incidents of racism

Position Summary

The Leisure Services Officer is a multi-skilled position that contributes to the efficient and effective operation of Hamilton Indoor Leisure & Aquatic Centre (HILAC) and the six outdoor

pools in the Shire in several of the following functional areas, dependant on skills and qualifications

Key Responsibilities

- Providing a high level of service to internal and external customers
- Conducting client interactions through the centre's customer relationship management system
- Actively cross promote HILAC's programs and services to patrons
- Maintaining the presentation of work areas to agreed standards
- Ensuring accurate recording and reporting of all accidents, incidents and customer feedback/complaints
- Completing all required administrative functions efficiently and effectively
- Any other duties as required

Extent of Authority

- Accountable for ensuring the safety of patrons
- Accountable for ensuring the security of the facility
- Accountable for implementing Emergency Procedures if and when required
- Responsible for the cleaning of the facility in accordance with facility procedures
- Responsible for carrying out rescues and First Aid within RLSSA guidelines
- Required to contribute to the development of organisational procedures and systems as they relate to swimming and/or aquatic activities
- Commit to and adhere with Child Safety standards and Council's requirements

Judgement and Decision Making

- Procedures to be followed are clearly documented and well understood
- Guidance and advice are always available from within the organisation

Specialist Skills and Knowledge

- Level 2 First Aid Certificate
- Demonstrated lifeguard and/or swim instruction/program experience at a public aquatic facility
- Knowledge and understanding of the public aquatic facility industry and associated policies/procedures

Management Skills

- Skills in managing time, setting priorities and planning own work within a timetable
- Ability to supervise patrons, observing Occupational Health and Safety and Risk Management protocols at all times
- Ability to weigh up options and make logical decisions
- Ability to assist in coordination of the use of the facility by different user groups
- Ability to supervise the day-to-day operations of the pool
- Ability to supervise groups under the Officer's control
- Will comply with systems and policies to ensure a safe work environment by:
 - Taking reasonable care for their own health and safety and the health and safety of others within the workplace and co-operate with Council with respect to any action taken to comply with a requirement of the OHS Act
 - Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare
 - Contribute to OHS consultation processes
 - Prompt reporting of hazards and incidents

Inter-personal Skills

- An ability to communicate effectively with diverse groups such as schools, community/user groups, members of the public and pool committees (where applicable)
- The ability to work both independently and as a part of a team

Compliance with Legislation and Policies

- Adhere to all current relevant codes of conduct and legislative requirements including but not limited to:
 - Southern Grampians Shire Council Policies and Procedures
 - Southern Grampians Shire Council Staff Code of Conduct
 - Privacy and Data Protection Act 2014 (Vic)
 - Equal Opportunity Act 2010 (Vic)
 - Occupational Health and Safety Act 2004 (Vic)
 - Government/Industry Codes of Conduct
 - The Southern Grampians Shire Council Enterprise Agreement
 - The Municipal Emergency Management Plan
- Demonstrate a commitment to risk management principles and practices, and also maintain a safe environment for staff and the community

- Responsible for ensuring the security of Council's assets under the Officer's control
- Remain compliant with the requirements of the Occupational Health and Safety Act 2004 (Vic), and contribute to the health, safety, and wellbeing of Council employees by:
 - Co-operating with Council with respect to any action taken to comply with a requirement of the OHS Act 2004

Qualifications and Experience

- Current Teacher of Swimming and Water Safety qualification (essential)
- Current CPR Certificate (essential)
- Current Drivers licence
- Working with Children's Check

Key Selection Criteria

The employee will demonstrate the following:

- Previous experience in an aquatic facility
- Verbal communication and customer service skills
- Demonstrated ability to work harmoniously in a team environment
- Computer Skills and Knowledge of Microsoft Office
- Previous experience in customer service (desirable)

Agreement

I, _____ have read and understand the objectives and conditions of the above mentioned role.

Employee: _____

Signature: _____

Date: _____