



City of  
Norwood  
Payneham  
& St Peters

# SWIMMING CENTRES, SWIMMING INSTRUCTOR

## POSITION & PERSON DESCRIPTION

September 2024

### POSITION DETAILS

|                                     |   |
|-------------------------------------|---|
| <b>DEPARTMENT:</b>                  | Community Development   |
| <b>UNIT:</b>                        | Arts, Culture & Community Connections   |
| <b>SECTION:</b>                     | Swimming Centres  |
| <b>ORGANISATIONAL RELATIONSHIP:</b> | Reports to the Manager, Swimming Centres.<br><br>The Position is also expected to work in collaboration with all Swimming Centre Staff    |
| <b>DIRECT REPORTS:</b>              | Nil.  |
| <b>AWARD:</b>                       | <i>Local Government Employees Award and the City of Norwood Payneham &amp; St Peters' Local Government Employees Enterprise Agreement</i> |
| <b>CLASSIFICATION:</b>              | Municipal Employee, Grade 4   |
| <b>SPECIAL CONDITIONS:</b>          | Working hours between Monday to Sunday  |

### POSITION OVERVIEW

The City of Norwood Payneham and St Peters owns and operates (2) swimming facilities, the Norwood Swimming Centre, located in Kensington and the Payneham Memorial Swimming Centre, located in Felixstow. The Payneham Memorial Swimming Centre is currently closed for redevelopment. Both Centres operate 7 days per week (excluding Christmas Day) over a twenty six (26) week Swimming Season from mid-October to mid-April.

Both Swimming Centres run a Swim School which are conducted in two (2) blocks of 5 lessons (9 weeks) prior to Christmas and 3 blocks of 4 lessons (12 weeks) from early January. The Swim School Co-ordinator is responsible for the co-ordination of the Council's Swim Schools across each of the Swimming Centres.

### POSITION OBJECTIVES

- Responsible to conduct learn-to-swim and water safety courses in accordance with AUSTSWIM standards.
- Maintain class structures as directed by the Swim School Co-ordinator or in their absence the Manager, Swimming Centres.
- To interact and communicate effectively with children and parents to ensure that they are aware of technique, skill level and progress.
- Maintain order, control and ensure appropriate behaviour of class participants with particular attention to safety and proper use of facilities.

## KEY RESPONSIBILITIES

### 1. SWIMMING PROGRAMS

- To deliver a structured lesson plan for each lesson which extends across each block of lessons to provide a high standard of teaching to ensure the customer receives value for money.
- To interact and communicate effectively with children and parents to ensure that they are aware of technique, skill level and progress.
- Maintain order, control and ensure appropriate behaviour of class participants with particular attention to safety and proper use of facilities.
- Ensure the health and safety of participants, including ensuring that all teaching and practice areas are free of hazards, and that materials and equipment are safe.
- Recognize and respond effectively in emergencies in accordance with Centre's emergency action plans.

### 2. CUSTOMER SERVICES

- 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.
- Respond to customer enquiries in a professional, timely and friendly manner and follow up on enquires to ensure they are addressed within reasonable timeframes.
- Be committed to the rostered swim teaching shifts over the course of each block of lessons

### 3. CONTINUOUS IMPROVEMENT

- Identify process and service improvements to increase capability, effectiveness and efficiency of functions and responsibilities.
- Use initiative within the scope of established work procedures and guidelines to resolve customer issues and or complaints.

#### Performance Indicators

- Citizens and customer enquiries are address in a timely manner with accurate information, in a courteous and professional manner and referred-on appropriately where necessary.
- Follow all reasonable directions from the supervisors and managers
- All records are kept in an accurate and timely manner.
- Complete duties within the timeframes allocated.

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**SELECTION CRITERIA**

**ESSENTIAL CRITERIA**

- *Royal Life Saving Society Pool Lifeguard Certificate* or equivalent
- *Provide First Aid and CPR Certificate*
- AUSTSWIM Teacher of Swimming and Water Safety accreditation or equivalent
- Experience in an aquatic environment including the supervision and teaching of children and adults
- Ability to assess student competencies and development
- Ability to adapt teaching techniques and approaches to the age, experience and ability of participants so they can meet course objectives
- Demonstrated knowledge and application of swimming instruction and water safety skills
- Demonstrated ability to manage and maintain control children groups under their direct supervision
- Knowledge of Swimming Centre operations and environments
- Excellent communication and people skills
- Experience in cash handling

**DESIRABLE CRITERIA**

- *Pool Plant Operators Certificate*

**JOB REQUIREMENTS**

- National Criminal Record (Police) Clearance with no adverse findings.
- *Department of Human Services (DHS) Working With Children Clearance*
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.

## **WORK HEALTH & SAFETY RESPONSIBILITIES**

- In accordance with *Section 28* of the *Work Health and Safety (WHS) Act 2012*, while at work you must:
  - take reasonable care of your own health and safety; and
  - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
  - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
  - cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
  - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
  - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
  - maintain their workplace in a tidy and safe condition;
  - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
  - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
  - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.
- Work Health & Safety (WHS) Competencies and training requirements include:
  - Sun Smart UVR (induction)
  - Hazardous Chemicals Awareness (induction)
  - Drugs & Alcohol Awareness (induction)
  - Environmental Hazards General Awareness (induction)
  - Hazardous Manual Tasks Awareness (induction)
  - Heat Stress Awareness (every three (3) years)
  - Fatigue Awareness (annual)

### **Performance Indicators**

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

**ORGANISATIONAL VALUES**

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the *Business Excellence Framework* as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values and Community Well-Being Model.

The Organisational Values (which are summarised below) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.



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**AGREEMENT**

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties and skills required and the expected outputs and outcomes for the position of Lifeguard.

**APPROVED BY:**

**READ & AGREED TO BY:**

\_\_\_\_\_  
Mario Barone PSM  
**CHIEF EXECUTIVE OFFICER**

\_\_\_\_\_  
**Insert Name of Incumbent.**  
**SWIMMING INSTRUCTOR**

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes of each position within the organisation, align with the strategic and corporate directions of the Council as set out in the *CityPlan 2030: Shaping Our Future*. The *Organisational Values* are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the *Organisational Values*.