

Position Description

Learn to Swim Instructor

Position profile

Business Unit	Libraries and Lifestyle	Position number	
Department	City Life	Status	Casual
Salary group		Date endorsed	
Reports to	Aquatic Programs Supervisor		

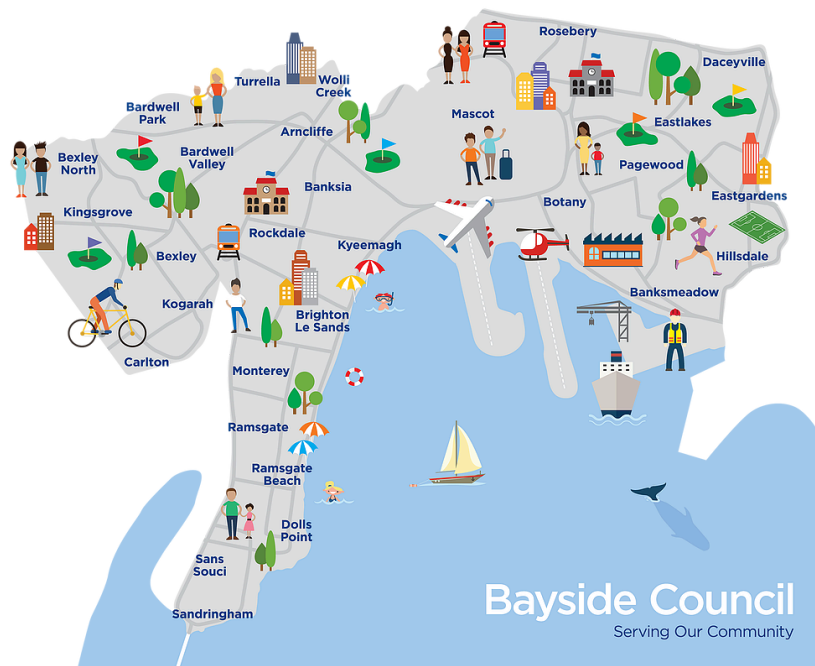
Overview

Bayside Council is an exciting place to work, live and play. The Bayside Council area covers approximately 50 square kilometres and over 160,000 people call Bayside home.

Bayside Council is the gateway to Sydney's south. With significant state infrastructure within our boundaries and key transport corridors between Port Botany, Sydney Airport and greater Sydney, change is everywhere and so are the opportunities.

By working together, we are making a difference across our Council, creating a great future.

This is an exciting opportunity for an innovative, customer centric and outcomes focused individual to be part of a modern, dynamic organisation that serves the Bayside community well.



Values

The following values were developed by Bayside Council employees and underpin our shared commitment in delivering our vision for the future.

The values guide us and define how we strengthen our working environment to deliver on the aspirations of our community.

- **Visionary Leadership** - We are all leaders - decisive, outward focused and forward thinking, setting the vision for Bayside Council today and into the future
- **Empowered People** - We are courageous and innovative - committed to making a difference in our work
- **Meaningful Relationships** - We support and invest in each other - creating a strong collaborative culture
- **Exceptional Service** - We go above and beyond - delivering an outstanding customer experience every time

Primary purpose of the role

The role is responsible for the planning and delivery of swimming and water safety education lessons in line with the council and swim school and water safety teaching guidelines, policies and processes and the delivery of high-quality customer focused services to meet the needs of the community.

Key accountabilities

Within the area of responsibility, this role is required to:

- Plan and conduct learn to swim and water safety lessons for a range of Aquatics Programs to meet the varying needs and abilities of participants, groups and squads.
- Support the Aquatic Programs team and assist in advising on matters relating to swimming instruction/swim coaching and other safety matters.
- Implement programs according to the needs of the students to ensure adequate planning and availability of resources.
- Recognise and respond effectively in emergencies in accordance with Council's emergency action plans.
- Maintain equipment, cleanliness of the storage area and setting up and putting away of all equipment as required.
- Prepare and provide regular reports and updates on participants to the Aquatic Programs Supervisor.
- Identify, report and respond to any potential safety or hazard issues which may cause injury or illness to staff or patrons.
- Actively contribute to the review of policies and procedures to maintain regulatory compliance.
- Maintain a professional and positive relationship with participants and parents/guardians to enhance effective customer service and delivery of Aquatic Programs.
- Ensure Child Safe Practices and procedures are implemented and complied with to mitigate risks.
- Promote the positive and collaborative culture and values of the organisation through open, fair, and transparent decision making and ethical, professional behaviour.
- Work in collaboration with and assist the team, Manager, and other key stakeholders to achieve business unit goals, work requests, demands and Council priorities.
- Undertake other tasks and actions as assigned by the Supervisor

Key challenges

- Identifying any existing or potential safety issues or hazards which may cause injury or illness given the need to maintain the highest level of safety and minimise the risk of harm and injury.
- Identifying and resolving service delivery issues given the need to balance the competing needs and expectations of patrons/customers with available resources and government requirements.
- Delivering value for all stakeholders in an ethical, social and environmentally responsible manner.

Role Dimensions

Decision Making





- The role is accountable for the delivery of tasks to meet expectations in terms of quality, deliverables, and outcomes.
- Actively participate in required certification to maintain up to date knowledge and current professional practice.
- Guided by Council-agreed strategic plans, statutory guidelines, and relevant legislation.

Essential Requirements

- Current Austswim Certificate for Teacher of Swimming and Water Safety or equivalent
- Current CPR/Resuscitation Certificate
- Current Working with Children Check (NSW).
- Excellent communication and customer service skills and experience.
- Hours of work between 5am to 11pm Monday to Sunday. However, commencing and finishing times will be flexible and depend on operational needs.

Competency summary

Below is the full list of competencies adapted from the NSW Public Sector Capability Framework and the level required for this role. The competencies in bold are the focus competencies for this role. Refer to the next section for further information about the focus competencies.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus Competencies

The focus competencies for the role are the competencies in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Foundational	<ul style="list-style-type: none"> • Be willing to develop and apply new skills • Show commitment to completing work activities effectively • Look for opportunities to learn from the feedback of others
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

Corporate Obligations

Budget	Council adopted budget for financial year.
Delegations	Decisions associated with this position are to be made in accordance with the Delegations of Authority approved by the General Manager.
Risk Management	Contribute to Council's risk management framework.
Integrated Management Systems	Continually review policies, procedures & processes to increase organisational effectiveness and efficiency and create a culture of innovation and continuous improvement.
Workplace Health and Safety	<p>Workers have overall responsibility, accountability, and authority to ensure their workplace is a healthy and safe workplace for all workers and will have the following work health and safety (WHS) responsibilities:</p> <ul style="list-style-type: none"> • Participate in the implementation of WHS information within Council's Safety Management System (SMS) • Participate in consultation of WHS issues in their area of responsibility and WHS reporting, risk assessment and incident investigations • Develop the necessary knowledge and skills to effectively enable you to carry out your WHS responsibilities that are assessed through KPIs noted in your Individual Work Objectives • Wear personal protective equipment and follow safe work procedures, where relevant • Report all hazards, near misses, and incidents as soon as practical to Manager, Coordinator or Team Leader and no later than 24 hours following the event, and • Participate in incident investigations and risk assessments within 24 hours of notification. <p>INDOOR EMPLOYEE:</p> <p>To be aware of appropriate procedures in relation to safe manual handling techniques when undertaking work tasks, including:</p> <ul style="list-style-type: none"> • Lifting/moving files, storage boxes etc, • Moving equipment for set up and storage, • Moving tables and chairs for meetings or training, • Sitting and working posture when in meetings and at the workstation.
Code of Conduct	All staff are required to adhere to the Code of Conduct and associated policies, including, but not limited to Gifts and Benefits policy; Secondary Employment policy; Public Interest Disclosure policy; and Bullying & Harassment Prevention policy.
Customer Service	Provide quality customer service to external and internal customers in accordance with Council's values, policies and procedures.
Records Management	Comply with Council's Records Management policies, procedures and guidelines.

Disclosures of Interest	Disclose pecuniary interests (if a designated person in accordance with s 441 of the Local Government Act 1993).
Equal Employment Opportunity	Comply with EEO based legislation and Council's policies, procedures and guidelines.

HUMAN RESOURCES USE	
Does this position fall under the definition of child related employment?	Yes
Does this position require incumbent to undergo criminal reference check?	Yes
Does this position require incumbent to demonstrate good driving record or possess a specific licence?	No
Specify licence:	
Will incumbent need to make disclosure of pecuniary interest?	No
Could there be a conflict of interest with secondary employment?	Yes