



Position Specification

Position Title:	Learn to Swim Officer
Unit:	Ryde Aquatic Leisure Centre (RALC) Community Life
Reports To:	Coordinator Services (or Duty Manager in absence of Coordinator Services)
Accountable To:	Centre Manager – RALC
Position Grade:	3

Prepared By:	Centre Manager- RALC
Approved By:	Group Manager - Community Life
Employees Signature:	

BUDGET

Direct	
Operating Expenditure:	Nil
Capital Expenditure:	Nil
Indirect	
Operating Expenditure:	Nil
Capital Expenditure:	Nil
Delegated Purchasing and Payment Limit	Nil
Staffing	
No. of Staff (Direct Reports)	Nil
No. of Staff Monitoring (Indirect Reports)	Nil

PRIMARY OBJECTIVES

- Follow all Swim School Guidelines
- Instruction of Learn to Swim to people of all ages at Centre
- Instruction of Learn to Swim to Schools attending Centre
- Teamwork – attend staff meetings and training
- LTS equipment - set up and pack away in a safe manner, stack on deck neatly and safely

- Maintain Aust swim and Resuscitation Qualifications
- Provide quality service through commitment to continual improvement
- Have comprehensive knowledge of the Learn to Swim Program at Ryde Aquatic Leisure Centre
- Ensure any relevant information is recorded in the LTS Day Diary.
- Maintain appropriate relationships with all Centre staff and communicate any comments to appropriate staff
- Cover any rostered shifts that you are unable to work
- Assist Team Leader – Swim School with enquiries and administrative duties as required.

RELATIONSHIPS & AUTHORITY

Reports to: Team Leader – Swim School - RALC
(Team Leader – Swim School Assistant)

Accountable to: Centre Manager - RALC

In accordance with authority delegated by the Centre Manager - RALC and the Team Leader – Swim School, the Customer Service Officer is responsible for the efficient and effective operation of the Centre ensuring the provision of a learn to swim lessons as directed by the Team Leader – Swim School.

Key relationships will be with Swim School Assistant, other Learn to Swim Officers and Duty Managers to ensure performance against objectives laid out in the Management Plan.

KEY ACCOUNTABILITIES

- Respect other staff at all times
- Be a team player
- Work independently with minimum supervision
- Effective communication to patrons and staff
- Be familiar with Centre procedures and policies
- Act in a professional, enthusiastic and friendly manner at all times.

CHILD PROTECTION REQUIREMENTS

This position is designated as a Child-related position under the provisions of the 'Child Protection (Prohibited Employment) Act 1998' and the 'Commission for Children and Young People Act 1998' as it involves direct unsupervised contact with children. As such, employment screening is a condition of employment.

The occupant of this position undertakes direct unsupervised contact with children while performing the following duties:

- hourly check of change room facilities
- applying first aid as required

All staff are bound by the provisions of the City of Ryde Child Protection Policy and Procedures and associated legislation. Appropriate training will provided to all employees in Child-related positions.

INFORMATION FROM JOB EVALUATION – SPECIALIST KNOWLEDGE & SKILLS

The operational knowledge needed by the jobholder includes knowledge of the structure and functions of the Ryde Aquatic Leisure Centre. In addition, the jobholder requires the following level of technical skills.

Solid Working Knowledge areas: Teaching swimming and water safety

OCCUPATIONAL HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Specification, City of Ryde policies procedures and instructions and work method statements where appropriate. You are also responsible for the following:

Occupational Health & Safety

- reporting all injuries/illnesses, incidents, hazards, potential hazards, near misses and damage to City of Ryde property to your Team Leader;
- performing your duties in a safe manner so as not to put yourself or others at risk of harm;
- actively participating in OHS training when required;
- wearing Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- taking care of any plant or equipment that they use;

Injury Management

- If injured at work, cooperating and participating with any injury management program and return-to-work plans (if applicable);
- If injured at work, complying with obligations imposed under the injury management and return-to-work plans (if applicable);

Risk Management

- Maintaining all tickets, licences, operative training etc required for the job either by legislation or through City of Ryde policies and procedures and advise Team Leaders of any change to these;
- participating in workplace inspections if required;
- participating in risk assessments with their Team Leader when required.

EQUAL EMPLOYMENT OPPORTUNITY RESPONSIBILITIES

As a staff member

You have the **right** to:

- a workplace that is free from unlawful discrimination and harassment;
- fair practices and behaviour in your workplace;
- competitive merit-based selection processes for recruitment or promotion;
- training and development that enables you to be productive in your work and to pursue a career path;
- equal access to benefits and conditions; and
- fair processes to deal with work related complaints and grievance.

You have the **responsibility** to:

- work to the best of your ability and provide quality service to customers;
- recognise the skills and talent of other staff members;
- act to prevent harassment and discrimination against others in your workplace;
- respect differences among your colleagues and customers such as cultural and social diversity;
- treat people fairly (don't discriminate against or harass them); and
- work in keeping with the City of Ryde's EEO Management Plan and other EEO Policies.

SELECTION CRITERIA

Essential

- Current Austswim TSWS qualifications and senior first aid or CPR certificate is a must
- Excellent communication and interpersonal skills with proven ability to effectively communicate with children and adults
- Demonstrated ability to educate children on behaviour, interaction with one another and safety in the water
- Must be energetic, reliable and have a passion for working with children
- Ability to work independently and as part of a team
- Demonstrated commitment to OHS and EEO principles and practices

Desirable

- An Infant Aquatics Teaching Certificate (or willing to obtain)
- Experience working in a similar role

This is a Child Related position and employment screening is a condition of employment.

Employee Name:

Employee Signature:

Date: