**POsition descriptioN**

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| POSITION TITLE: | **Aquatic Service Officer** |
| DIVISION: | **City Services and Living** |
| DEPARTMENT: | **Active Living** |
| SECTION: | **Hume Leisure** |
| CLASSIFICATION: | **Band 3** |
| LOCATION: | **Hume Leisure Facilities within the Municipality** |

**POSITION OBJECTIVES:**

The key objectives of the position are:

* To provide high levels of Customer Service to both internal and external customers at all levels, whilst maintaining a high level of professionalism and integrity.
* To assist with enhancing the aquatic opportunities of Hume City Council Residents by effectively and efficiently carrying out the tasks necessary to maintain the Learn to Swim program within the Hume City Council Leisure Facilities.
* To assess the grading of class participants and to provide advice and support to all swim instructors during swim school operation.

**KEY RESPONSIBILITIES AND DUTIES:**

* Ensure the safety and welfare of all staff and visitors.
* To continuously assess the grading of class participants to ensure continuity of progression through the Swim and Survive system.
* Responsible for communicating progress to families and to provide instructions to customers.
* Assist with scheduling of newly introduced classes.
* To be the first line of contact for customer queries, to assist and overcome any concerns.
* Provide support to Swim Instructors and offer assistance were deemed necessary.
* Listen and respond to all feedback and view it as an opportunity to improve.
* Seek to provide options to meet customer needs, guidance, and advice always available.
* Provide positive feedback and encouragement to all staff and visitors.
* Demonstrate pride and ownership in the presentation of the centre and the services offered.
* Engage in open communication and encourage and acknowledge achievement.
* Always lead by positive example
* Provide support to fellow team members to enable a good balance between work and personal lives.
* Act as Area Warden in the case of emergency situation/evacuation.
* Perform work in accordance with the Centre Operation Plan, Program Area Operations Manuals, Work Instructions and Work Plan.
* Conduct the highest standards of class supervision and safety for the duration of the class.
* To continually maintain and upgrade knowledge with a view to providing the highest standards of education.
* Assist Swim Instructors with setting up necessary lesson equipment and packing away on conclusion of lessons.
* To comply with administrative procedures

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| **ORGANISATIONAL RELATIONSHIPS:** | |
| Reports to: | Swim School Team Leader |
| Supervises: | NA |
| Internal Contacts: | Leisure Centre Staff Hume City Council staff |
| External Contacts: | Centre customers Residents  Community organizations  Industry bodies & Service providers other facilities |

**ORGANISATIONAL CONTEXT**

**VISION**

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

**MISSION**

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

**OUR VALUES**

At Hume City Council, our Values underpin everything that we do.

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**WORK HEALTH & SAFETY (WHS)**

Employees are required to participate in the WHS process by:

* Following established safe working instructions, procedures and policies.
* Taking reasonable care for their own Work Health and Safety and that of others.
* Seeking assistance when unsure of practices, procedures and policies to perform a task.
* Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
* Actively participating and contributing to inspections, audits, team meetings and training.
* Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the WHS process by:

* Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
* Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
* Discuss WHS issues as a part of team meetings.
* Conduct and document system reviews and inspections of employees and contractors with assistance from the WHS Team, manager(s), Health & Safety Representatives and/or employees.
* Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
* Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
* Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.
* Assist with the implementation of Return to Work Plans.
* Ensure that relevant WHS legislation is complied with.

**RISK MANAGEMENT**

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

**STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS**

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

**SERVICE PLANNING & CONTINUOUS IMPROVEMENT**

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council’s Service Planning Framework.

**ASSET MANAGEMENT**

Staff are responsible for undertaking Asset Management functions in accordance with Council’s Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

**ENVIRONMENTAL SUSTAINABILITY**

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council’s Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council’s *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

**HUMAN RIGHTS APPLICATION**

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, polices and strategies.

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| **POLICE CHECK:**  The incumbent must have and maintain a current Police Check | |
| **WORKING WITH CHILDREN CHECK:**  The incumbent must have and maintain a current Working with Children Check | YES  NO |
| **PRE-EMPLOYMENT MEDICAL CHECK**   * The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug & alcohol test. May also include cognitive assessment.) * The incumbent must undergo a Pre-Employment Audio Test | YES  NO  YES  NO |
| **PSYCHOMETRIC ASSESSMENT**  The incumbent must undergo a series of psychometric assessments (Psychometric testing can take various forms, such as numerical, mechanical, logical, verbal, or skills tests) to ensure suitability for the position | YES  NO |
| **OTHER DUTIES**  Responsibilities and duties included in this position description are subject to the *Multi‑skilling* provisions of the *Hume City Council Enterprise Agreement* as varied from time to time. | |

**ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

The incumbent is responsible and accountable for:

* Displaying and promoting Our Hume Values & Guiding Behaviours
* Maintaining knowledge of and working within Organization Policies and Procedures including WHS, EEO and Code of Conduct
* Responsible and accountable for the conduct of safe swimming classes.
* To examine and issue relevant Aquatic Certificates to participants.
* To take appropriate action in the event of an emergency.
* To take all precautionary measures to prevent or avert hazardous situations.

**JUDGEMENT AND DECISION MAKING:**

The incumbent is accountable for:

* Independent decisions are made to ensure that safe effective classes are conducted within the parameters of aquatic education program.
* To provide guidance and advice within their level of training and expertise to swimming program participants, guardians and instructors relating to progress, skills development, and performance within the aquatic education program.

**SPECIALIST KNOWLEDGE AND SKILLS:**

The following knowledge and skills are required to be utilised:

* The ability to effectively impart their knowledge of water education skills to participants.
* Ability to perform and demonstrate water education skills appropriately and effectively.
* The ability to assist in leading operational changes/situations, such as full program relocation, according to set procedures and processes.

**MANAGEMENT SKILLS:**

The following management skills are required to be utilised:

* Ability to formulate and administer lesson plans to achieve effective well-organized classes.
* Time management skills required for service delivery.
* Knowledge of personnel policies and practices applicable to the work
* Understanding of principles of Occupational Health & Safety as they relate to their workplace.

**INTERPERSONAL SKILLS:**

The following interpersonal skills are required to be demonstrated:

* Good oral communication skills required for client relationships and instruction.
* Skills in providing assistance and direction to achieve customer satisfaction.
* Courteous, friendly and professional telephone skills.
* Ability to deal with conflict in a persuasive, tactful and confident manner.
* Ability to mentor and support Austswim trainees

**QUALIFICATIONS AND EXPERIENCE:**

The following qualifications and experience are required for the position:

* Austswim Certificate
* Provide First Aid Certificate
* CPR Certificate
* Working with Children Check (WWCC)
* Demonstrated experience as a swim instructor
* Currently teaching in the Hume City Council Swim School Program
* Current Drivers Licence

**Desirable:**

* Infant Aquatics Certificate
* Access and Inclusion Certificate
* Teacher of Adults
* Competitive Strokes
* Pool Lifeguard award
* Second Language

**TASK** **ANALYSIS**

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

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| **Condition/Activity** | **Constant** | | **Frequent** | | **Occasional** | | **N/A** |
| Manual handling weights – above 10kgs |  |  | |  | |  | |
| – below 10kgs |  |  | |  | |  | |
| Manual handling frequency |  |  | |  | |  | |
| Repetitive manual work |  |  | |  | |  | |
| Repetitive bending/twisting |  |  | |  | |  | |
| Repetitive kneeling/squatting |  |  | |  | |  | |
| Working with arms above head |  |  | |  | |  | |
| Lifting above shoulder height |  |  | |  | |  | |
| Using hand tools – vibration/powered |  |  | |  | |  | |
| Operating precision machinery |  |  | |  | |  | |
| Close inspection work |  |  | |  | |  | |
| Wearing hearing protection |  |  | |  | |  | |
| Wearing eye protection |  |  | |  | |  | |
| Wearing safety shoes/boots (steel cap) / gum boots |  |  | |  | |  | |
| Wearing other relevant PPE |  |  | |  | |  | |
| Working in dusty conditions |  |  | |  | |  | |
| Working in wet/slippery conditions |  |  | |  | |  | |
| Working with chemicals/solvents/detergents |  |  | |  | |  | |
| Washing hands with soap (hygiene) |  |  | |  | |  | |
| Working at heights |  |  | |  | |  | |
| Working in confined spaces |  |  | |  | |  | |
| Working in chillers (+4 degrees C) |  |  | |  | |  | |
| Performing clerical duties |  |  | |  | |  | |
| Working on a keyboard |  |  | |  | |  | |
| Driving cars and/or trucks |  |  | |  | |  | |
| Other (please specify) |  |  | |  | |  | |
| Other special features (e.g. nature of chemicals, travelling requirements etc):  Working in chlorinated water for long periods of time | | | | | | | |

**VARIATION TO CONDITIONS OF EMPLOYMENT:**

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

**AGREEMENT:**

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| I hereby accept and agree that by placing my electronic signature in the text box, this shall be considered as an original signature for accepting the duties in this position description. I understand that key responsibilities and duties in this position description will be undertaken in accordance with the Employee Handbook and I agree to abide by the terms and conditions stipulated therein. | |
| Name (Please print): | |
| Signature: | Date: |

**SELECTION CRITERIA:**

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. Austswim Certificate
2. First Aid Certificate including current CPR Certificate.
3. Working with Children Check (WWCC)
4. Demonstrate experience in providing high quality customer service.
5. Ability to gain cooperation of and communicate both verbally and in written form with a broad range of people from diverse backgrounds and cultures.
6. Ability to operate with minimal supervision and show high levels of initiative.
7. Two years’ experience teaching a variety of levels.
8. Currently teaching at Hume City Council Swim School

**Desirable**

1. Austswim Infant Aquatics Certificate
2. Access and Inclusion certificate
3. Pool Lifeguard Award
4. Drivers Licence