

POSITION DESCRIPTION

POSITION TITLE:	Team Leader Swim School
DIVISION:	City Services & Living
DEPARTMENT:	Active Living
SECTION:	Leisure Centres
CLASSIFICATION:	Band 5
LOCATION:	Hume Leisure Facilities within the Municipality

POSITION OBJECTIVES:

To create an empowered, active and connected Hume community. To enhance the aquatic education and recreation opportunities for Hume City Council residents and create a safe, friendly and welcoming environment for patrons. Develop and maintain a high performing team to effectively and efficiently carrying out the tasks necessary to maintain and assist in the growth of quality Aquatic Education programs, facilities and services at Hume Leisure Facilities within the municipality and surrounding Hume City Council LTS Schools.

KEY RESPONSIBILITIES AND DUTIES:

Customer Safety and Education:

- Ensure the highest quality standards are maintained relating to Aquatic Education programs, service delivery and facilities in accordance with the standards recommended by the Royal Life Saving Society (RLSS) 'Guidelines for Safe Swimming Pool Operation' and Hume City Councils 'Service First' policy.
- Ensure as far as is practicable, the health and safety of all members of the public using the facilities; by operating in accordance with the RLSS Guidelines for Safe Swimming Pool Operation, by maintaining an organisational culture committed to safety.
- Maintain a high standard of expertise in safety procedures and first aid by ensuring all staff adhere to the relevant procedures.
- Support the Coordinator Hume Swim School to ensure service provision continually aligns with community needs and expectations
- Assist Coordinator of Hume Swim School in maximising space for program development and growth through all Swim School facilities within Hume.

Quality Customer Service:

- Supervise and roster Aquatic Education Program staff, ensuring appropriate staffing levels are maintained in accordance with the Aquatic Education Program needs of the centre and directions from the Hume Swim School Coordinator.
- Ensure that all Aquatic Education Program staff, upon commencement, are provided with a complete Staff Induction in accordance with Hume City Council and Hume Leisure Centres recruitment guidelines.
- In consultation with the Hume Swim School Coordinator, plan and provide regular training for Aquatic Education Program staff and conduct formal Quarterly Check Ins with the staff team.

- Liaise and communicate with users of the Aquatic Education Programs, including class participants, parents/guardians, school and community groups, demonstrating appropriate responses to their needs, expectations and to assist and where possible to rectify, customer concerns and queries.
- Role model and coach exceptional customer service to all facility patrons and find opportunities to anticipate and meet customer needs
- Encourage the community and stakeholders to actively participate in the thinking, delivery and evaluation of our services, policies and projects in conjunction with the Group Manager of Hume Leisure.
- Responsible for providing instruction to customers with a view to them achieving proficiency in swimming and related water skills at their level.
- Responsible for ensuring the timely commencement and conclusion of classes according to the rostered schedule. Appropriately setting up and packing away lesson equipment prior to commencement and at the conclusion of lessons.
- Ensure continuity of progression through the Hume Swim School program, and to supervise the continuous review and adjustment of the grading of class participants.

Operational Effectiveness and Efficiency:

- Assist the Swim School Coordinator / Unit Leader in the preparation of the annual budget for the Aquatic Education Program and take required actions to ensure monthly budget targets are achieved.
- Ensure that all administrative procedures are followed when recording Aquatic Education Programs statistical data. This should include accurate maintenance of the Swim School database, financial receipts, expenditure, attendances and bookings, and such information as is required for daily recording function, or as requested by the Swim School Coordinator or Unit Leader.
- Reconcile fortnightly Aquatic Education Program staff timesheets claimed against the centre roster. Responsible for the monthly compilation of accurate Aquatic Education Program debtor information.
- In accordance with the Hume Leisure Centres Customer Service Manual, ensure all staff wear the appropriate uniform and are clearly identifiable, whilst on duty.
- Ensure the delivery of the highest standards of instruction, class supervision and safety of Hume Leisure Aquatic Education Program classes. Maintain a high standard of conduct in swimming classes in accordance with the standards recommended by the RLSS 'Guidelines for Safe Swimming Pool Operation' and the AustSwim 'Teacher of Swimming' guidelines.
- Act as Area Warden in the case of an Emergency Evacuation.
- The incumbent of this position may be directed to carry out duties and responsibilities that sit outside the position, provided they do not exceed the approved qualifications of such requests.

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- **Team Leadership and Culture:**

- Attract, recruit, develop and coach all people within your circle of control to exhibit the Hume City Council Values of 'we're in it together,' 'We show up,' 'we're better every day' and 'all for Hume.'
- Respecting the values of the community and appreciating the diverse skills, values and backgrounds of employees.
- Assist in the development of the ASO team members as individuals as well as driving team performance within the ASO team
- Leading, guiding and coaching the team and its individual people to create a performance-based culture and drives accountability through excellence in outcomes and measurement of strategic direction.
- Support, guide and coach the team to create a performance-based culture that drives accountability through excellence in outcomes and measurement of strategic direction.
- Assist Coordinator Hume Swim School in implementing behaviours that align with department objectives ensuring staff accountability is upheld at all times.

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ORGANISATIONAL RELATIONSHIPS:	
Reports to:	Hume Swim School Coordinator
Supervises:	Aquatic education program staff
Internal Contacts:	Other centre staff; Council staff
External Contacts:	Centre customers, residents, industry bodies, other leisure 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.



We're better, every day
We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.



We're in it together
At Hume, everyone matters. We welcome and include all. Respect and safety are expected.



We show up
We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.



All for Hume
We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything 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.
- Ensure accurate documentation of accidents, incidents and customer complaints.

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. This includes Management of Self and development of self to create a safe physical and psychosocial environment.

Take a proactive approach to conflict resolution, both internal and external collaborative with Hume City Council People and Partnerships team to ensure all processes are followed through conflict management and performance management instances.

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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, policies 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 <i>Multi-skilling</i> provisions of the <i>Hume City Council Enterprise Agreement</i> as varied from time to time.	

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Displaying and promoting Our Hume Values & Guiding Behaviours
- Maintaining knowledge of and working within Organisation Policies and Procedures including OHS, EEO and Code of Conduct.
- Responsible for ensuring the smooth operation of all Aquatic Education Programs to maintain the highest quality of service delivery. Including rostering employees and maintaining accurate record keeping of all information related to Aquatic Education Program bookings.
- Responsible for ensuring a safe and friendly environment is maintained by taking all precautionary measures to prevent or avert hazardous situations.
- Responsible for engaging and inducting new employees, providing direction, supervision, and any training relating to Aquatic Education Programs with guidance from the Swim School Coordinator.
- Authority to undertake all types of Aquatic Education Water Familiarisation, Learn to Swim and Water Safety Programs.
- Authority to examine student competencies and issue relevant Aquatic Certification to customers (subject to provider authorisation).
- Providing regular reports to the Swim School Coordinator.

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JUDGEMENT AND DECISION MAKING:

- Providing guidance and advice to clients based on current level of training and expertise.
- The incumbent is required to use judgement to make independent decisions to ensure that safe and effective classes are carried out.
- The incumbent is required to solve problems, which may at times be of a complex nature, however, guidance and advice is usually available within a time to make a choice.
- Making on the spot decisions in high pressure environments and using complex problem-solving skills to support the needs of a diverse community.

SPECIALIST KNOWLEDGE AND SKILLS:

- The ability to provide appropriate recommendations to clients relating to Aquatic Education Program options and suitability.
- The ability to appropriately and effectively perform and demonstrate water education skills and the ability to effectively impart knowledge of water education skills to clients.
- Ability to formulate and administer lesson plans to achieve effective, well organised classes.
- Ability to understand aquatic environments and how to maximise space to drive business performance with assistance from the Coordinator Hume Swim School
- Ability to competently operate the Envibe Swim School Module.
- Working knowledge of OH&S principles relating to Aquatic Education.
- Demonstrated experience in the Microsoft office suite of applications

MANAGEMENT SKILLS:

- Effective time management skills required for service delivery.
- Have a proactive approach to conflict resolution and performance management and act in accordance with all internal HR documents that guide these procedures.
- Ability to supervise Aquatic Education employees to ensure adherence to Equal Employment Opportunities and Occupational Health & Safety policies and procedures.
- Ability to effectively plan, prioritise and manage own work and that of employees within their supervision, to ensure successful completion position objectives within set timelines.
- Leading your team to ensure alignment the Hume values at the center of everything you do.
- Create and maintain a constructive culture where you are personally and your team display the values of 'we're in it together,' 'We show up,' 'we're better every day' and 'all for Hume.'

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INTERPERSONAL SKILLS:

- Excellent communication skills required for client liaison, supervision of staff, instruction of students and members of the public.
- High level written communication skills including the ability to prepare reports and relevant correspondence to ensure administrative tasks are carried out efficiently and effectively.
- Leader in delivering and receiving feedback to ensure the team is forming a strong culture that is aligned to the department and organisational vision.

QUALIFICATIONS AND EXPERIENCE:

- Tertiary qualifications relating to sport and recreational management or a similar field. Or lesser formal qualifications with demonstrated skills and relevant experience in the coordination of aquatic education programs, including program development and supervision of aquatic education program staff
- The incumbent is required to hold and maintain current qualifications in:
 - AUSTSWIM 'Teacher of Swimming' Certificate and Water Safety Certificate
 - Level 2 First Aid Certificate
 - Working with Children Check (WWCC)
 - CPR Certificate
 - Extensive experience in swim instruction.
 - Current driver's licence.

Desirable:

The following qualifications are desirable:

- NCA Level 1 or 2 Coach Accreditation (Swimming)
- AUSTSWIM Teacher of Infant Aquatics Certificate
- AUSTSWIM Teacher of Competitive Strokes
- AUSTSWIM Teacher of Aquatics for People with a Disability Certificate
- Swimming Pool Operator Training
- Lifeguard Qualification

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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.

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/slippy 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)	☐	☐	☐	☒

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.

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AGREEMENT:

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. The incumbent is required to hold and maintain current qualifications in:
 - AUSTSWIM 'Teacher of Swimming' Certificate and Water Safety Certificate
 - Level 2 First Aid Certificate
 - Working with Children Check (WWCC)
 - CPR Certificate
2. Tertiary qualifications relating to sport and recreational management or a similar field. Or lesser formal qualifications with demonstrated skills and relevant experience in the coordination of aquatic education programs, including program development and supervision of aquatic education program staff
3. High level written communication skills including the ability to prepare reports and relevant correspondence to ensure administrative tasks are carried out efficiently and effectively.
4. Ability to effectively plan, prioritise and manage own work and that of employees within their supervision, to ensure successful completion position objectives within set timelines.
5. The incumbent is required to solve problems, which may at times be of a complex nature.
6. The ability to appropriately and effectively perform and demonstrate water education skills to effectively impart knowledge of water education to client groups.
7. Strong people leadership with the ability to create a culture focussed around Hume City Council values and strategic direction.