

<b>Position Title</b>	Swim School Instructor
<b>Department</b>	Community Services
<b>Division</b>	
<b>Unit</b>	Leisure & Aquatic Services
<b>Team</b>	Swim School - Birrong, Canterbury, Max Parker and Roselands Leisure and Aquatic Centres
<b>Supervises</b>	Nil
<b>Reports To</b>	Team Leader Swim School
<b>Grade</b>	B
<b>Date Prepared</b>	15/07/2019
<b>Date Last Updated</b>	20/05/2026

## Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

## Primary Purpose of Position

The primary purpose of a Swim School Instructor is to deliver high quality Learn to Swim classes to the Community of Canterbury Bankstown in line with Council's policies and procedures at Austswim and Swim Australia qualified standards.

## Accountabilities

- Deliver safe, effective, and engaging Learn to Swim lessons in accordance with CB Leisure &
- Adhere strictly to safety policies and procedures, including the Swim School Instructor Manual, SWMS 195 (Safe Instruction of Swimming Lessons), and recognised industry standards (AUSTSWIM / Swim Australia)
- Maintain active supervision of all participants, identifying and responding promptly to risks, unsafe behaviour, or emergencies in line with aquatic safety protocols
- Ensure all lesson equipment is set up, used, and packed away safely, minimising hazards to participants, staff, and the public
- Provide a positive and inclusive learning environment by building rapport, knowing participant names and abilities, and supporting individual development
- Deliver services in line with the Aquatics Unit Customer Service Charter and Council's Vision and Values, while prioritising patron wellbeing and duty of care
- Maintain current and valid qualifications at all times (AUSTSWIM/Swim Australia, CPR, First Aid) to ensure capability to respond effectively in emergency situations
- Participate in mandatory training, in-service sessions, and safety briefings to maintain skills, awareness, and compliance with legislative and organisational requirements
- Contribute to continuous improvement of the Swim School program, including participation in
- Commit to rostered shifts on a term-by-term basis
- Undertake other duties as directed, consistent with skills, training, and experience, while maintaining safety and compliance obligations

## Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Council Officer		
Capability Group	Capability Name	Level
 <b>Personal Character</b>	<b>Lead Self</b>	Adept
	Display Resilience	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Intermediate
 <b>Relationships</b>	Communicate and Engage	Intermediate
	<b>Customer and Community Focus</b>	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 <b>Results</b>	<b>Plan and Prioritise</b>	Intermediate
	Think and Solve Problems	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Intermediate
 <b>Resources</b>	Finance	Intermediate
	<b>Assets and Tools</b>	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 <b>People Leadership</b>	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

## Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

### CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
<b>Personal Character</b>		
Lead Self	Adept	<ul style="list-style-type: none"> <li>• Initiates action on team/unit projects, issues and opportunities</li> <li>• Accepts and tackles demanding goals with drive and commitment</li> <li>• Seeks opportunities to apply and develop strengths and skills</li> <li>• Examines and reflects on own performance</li> <li>• Seeks and responds well to feedback and guidance</li> </ul>
<b>Relationships</b>		
Customer and Community Focus	Adept	<ul style="list-style-type: none"> <li>• Demonstrates a sound understanding of the interests and needs of customers and the</li> <li>• Takes responsibility for delivering quality customer- focused services</li> <li>• Listens to customer and community needs and ensures responsiveness</li> <li>• Builds relationships with customers and identifies improvements to services</li> </ul>
<b>Results</b>		
Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>• Participates constructively in unit planning and goal setting</li> <li>• Helps plan and allocate work tasks in line with team/project objectives</li> <li>• Checks progress against schedules</li> <li>• Identifies and escalates issues impacting on ability to meet schedules</li> <li>• Provides feedback to inform future planning and work schedules</li> </ul>
<b>Resources</b>		

Assets and Tools	Intermediate	<ul style="list-style-type: none"> <li>• Uses a variety of work tools and resources to enhance work products and expand own skill</li> <li>• Ensures others understand their obligations to use and maintain work tools and equipment appropriately</li> <li>• Contributes to the allocation of work tools and resources to optimise team outcomes</li> </ul>
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\* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

### Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

### Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

### Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

### Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

### Fraud & Corruption Prevention

All staff must familiarise themselves with Councils policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

### Qualifications and Experience

#### Essential Qualifications

- Austswim or Swim Australia Teacher of Swimming & Water Safety
- First Aid & CPR Certificates
- Current Working with Children Check (WWCC)
- Obtain Teacher of Infant Aquatics within 3 months of employment

#### Essential Experience

- Demonstrated experience in the effective instruction of Swim School classes
- Excellent communication skills
- Excellent customer service skills
- Experience in a demanding work environment
- Experience dealing with customer enquiries and complaints
- Sound time management and organisational ability
- The ability to work flexible hours and a 7 day roster

- The ability to follow instructions and procedures
- The ability to prepare daily lesson plans in line with policy and procedure

### Desirable Qualifications and or Experience

- Austswim Teacher of Swimming and Water Safety – Extension Modules (Access and Inclusion, Infants, Adults, Towards Competitive Strokes, etc.)
- Experience in Wet Deck supervision, Swim School enrolment and customer liaison

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required:      No Licence Required	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position have an inherently high risk for fraud and corruption?	<input type="checkbox"/>	<input checked="" type="checkbox"/>