

WAIMAKARIRI DISTRICT COUNCIL

JOB DESCRIPTION

BUSINESS UNIT:	Aquatic Facilities Network
JOB TITLE:	Learn to Swim Instructor
DATE:	September 2009
ACCOUNTABLE TO:	Programmes & Customer Service Coordinator, and Leader
ACCOUNTABLE FOR:	Nil

INTRODUCTION

The Aquatic Facilities Network is the business unit responsible for the operation and service delivery of the Waimakariri District Council's aquatic facilities. The Aquatic Facilities Network incorporates the Dudley Park Aquatic Centre, Kaiapoi Aquatic Centre, Oxford Community Pool, and two paddling pools at Waikuku and Pines beach reserves.

The Waimakariri District Council's mission statement is:

'To pursue with the community a high quality physical and social environment, safe communities and a healthy economy.'

The Aquatic Facilities Network gives effect to this statement through the provision of clean, safe and enjoyable aquatic facilities that provide high quality aquatic programmes and recreational opportunities to the communities and visitors of the Waimakariri District.

POSITION PURPOSE

Working as part of the Aquatic Facilities Network team to support a high standard of customer service and facility presentation, and to provide a high level of water safety and swimming instruction to participants of the Learn to Swim programme.

KEY RELATIONSHIPS

Internal:

- Aquatic Facilities Manager
- Programmes & Customer Services Leader
- Programmes & Customer Services Coordinator
- Other aquatic facilities staff

External:

- Facility Customers
- Programme Participants and their families
- Other Waimakariri District Council staff

HOURS OF WORK

Hours of work are as described on the Facility roster as agreed to with the Programmes and Customer Services Coordinator and or Leader. Attendance may also be required at meetings outside normal hours, together with such other times as may be necessary to fulfil the responsibilities of the position.

AMENDMENT TO POSITION DESCRIPTION

This job description may be amended from time to time by the Aquatic Facilities Manager after discussion with the staff member.

REQUIRED KNOWLEDGE AND SKILLS

- An interest in recreation service delivery, with an emphasis on aquatic recreation and experiences.
- Competent swimming ability and up to date knowledge of swimming techniques.
- Self motivated with a high level of communication skills.
- Accurate record keeping skills.
- Proven customer service focussed skills.
- Enjoy working in a team environment.

QUALIFICATIONS

Required

- Current First Aid Award
(Unit Standards 6401, 6402)
- Assistant Swim Teachers Award (ASTA)

Desirable

- National Customer Service Award
- Assistant Coaches Award
- New Zealand Certificate in Swim Teaching

KEY TASKS

- Promoting and complying with all facility and council policies and procedures.
- Being Proactive in accident and incident prevention, through practical administration of the hazard management system, correct reporting and recording of incidents and constant proactive communication with customers and operational staff.
- Administering first aid and emergency care when required.
- Keeping oneself and others safe while at work, complying with WDC health and safety systems and requirements.
- Delivery of a high level of customer service and customer support to ensure ongoing repeat business for the aquatic facilities.

- Provision of professional Learn to Swim Instruction consistent with the skills, knowledge and standards illustrated in the Assistant Swim Teachers Award, Quality Swim School Criteria, Swim for Life philosophy, and Aquatic Facilities Learn to Swim Induction Manual.
- The Learn to Swim Instructor will maintain the currency of their qualifications and attend regular ongoing in house training as prescribed by the Programmes and Customer Service Leader.
- Completes and records all relevant evaluations and information pertaining to participants of the Learn to Swim Programme.
- The undertaking of any reasonable delegated tasks or direction from the Programmes and Customer Services Coordinator or Leader.
- To take part in Civil Defence training programmes and exercises.
- To actively participate in providing solutions or suggesting better ways to do things.

COUNCIL VALUES

While at work, all Aquatic Facilities Network staff are required to conduct themselves according to the Waimakariri District Council Values:

1. Working with our communities and each other
2. Keeping people informed
3. Doing better everyday
4. Taking responsibility
5. Acting with integrity, honesty and trust