

DUTY PROFILES – CASUAL SWIM SCHOOL POSITIONS

VENUES WEST

POSITION	LEVEL	RESPONSIBILITIES	REQUIREMENTS/CAPABILITIES
POOL DECK SUPERVISOR	Level 4 VWGA	<p>ADMINISTRATION</p> <ul style="list-style-type: none"> Supervises the pool deck for the duration of the swim school session, including the set up and pack up of the rostered shift. Marks attendance in the attendance register and makes note of any swimmers who have not attended for 2 consecutive weeks. Non-attendance is to be passed on to the Swim School Supervisor, who will contact the family. Appraises and monitors levels of students and adjust class placement of students as appropriate Assesses, with the assistance of the swim school instructors, the standard of swimming for participant and write certificates for swimmers when ready to pass to the next level. Provides input into the review of Swim School Programs to evaluate quality of service and customer satisfaction. Assists in the administration of Swim School Programs including: <ul style="list-style-type: none"> phone enquiries and bookings; email enquiries and bookings; enrolment system maintenance; enrolment process; payments and confirmation of lessons maintaining customer database and statistical records; prepare reports and distribute promotional information; and program evaluation. Undertakes other administrative duties as required <p>LEARN TO SWIM PROGRAMS</p> <ul style="list-style-type: none"> Delivers a high standard of swimming instruction to participants by following and endorsing the RLSS Swim and Survive curriculum. Plans and organises appropriate lessons for all relevant learn to swim classes. Organises, sets up and packs down swim school equipment required for lessons. Conducts learn to swim lessons and programs to meet the needs of participants. Liaises with other instructors and participants to continually improve service delivery. Motivates and engages students to achieve their swimming levels. Maintains records related to learn to swim classes. Undertakes the distribution of certificates to students as required. Assists with stroke correction drills, stroke progression for students with individual technique problems. <p>STAFF SUPERVISION</p> <ul style="list-style-type: none"> Instructs and assesses AUSTSWIM Instructor Certificate students on practicum as required. Monitors swim instructors to ensure quality teaching, student progression and customer satisfaction. Manages with assistance from the Swim School Coordinator and Supervisors the performance of casual swimming teachers and provides feedback where appropriate. <p>WORKPLACE SAFETY AND HEALTH</p> <ul style="list-style-type: none"> I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws. <p>OTHER</p> <ul style="list-style-type: none"> Identifies and recommend improvements to VenuesWest Swim School procedures. Undertakes coaching duties as required. Other related duties, as directed. 	<ul style="list-style-type: none"> Previous experience as a Swim Teacher and supervising staff in a swim school environment. Communicates clearly both orally and in writing; Listens to, understands and adapts communication styles to the audience. Western Australian Working with Children Check Provide First Aid Certificate (HLTAID003 or equivalent) and Provide CPR (HLTAID001 or equivalent) AUSTSWIM Teacher of Swimming and Water Safety or ASCTA Swim Australia Teacher Certificate AUSTSWIM Assessor Certificate
SWIMMING INSTRUCTOR	Level 3 VWGA	<p>CUSTOMER SERVICE</p> <ul style="list-style-type: none"> Provides a high level of service to all external and internal customers. Welcomes and interacts with parents and students on pool deck. Maintains a high level of contact and provides feedback to students and parents. Addresses customer queries and complaints on pool deck and escalates to the Swim School Supervisor where appropriate. Maintains awareness of the facilities' activities and procedures and provides this information to customers as required. Promotes an enjoyable experience to all participants. 	<ul style="list-style-type: none"> Previous experience in swim teaching Communicates clearly both orally and in writing; Listens to, understands and adapts communication styles to the audience. Western Australian Working With Children Check

	<ul style="list-style-type: none"> Promotes VenuesWest programs and services. <p>LEARN TO SWIM PROGRAMS</p> <ul style="list-style-type: none"> Delivers a high standard of swimming instruction to participants by following and endorsing the RLSS Swim and Survive curriculum. Plans and organises appropriate lessons for all relevant learn to swim classes. Organises, sets up and packs down swim school equipment required for lessons. Conducts learn to swim lessons and programs to meet the needs of participants. Liaises with other instructors and participants to continually improve service delivery. Motivates and engages students to achieve their swimming levels. Maintains records related to learn to swim classes. Undertakes the distribution of certificates to students as required. <p>TRAINING</p> <ul style="list-style-type: none"> Participates in in-house training sessions. Maintains currency of qualifications relevant to the position. Provides assistance and advice to trainee instructors. <p>WORKPLACE SAFETY AND HEALTH</p> <ul style="list-style-type: none"> I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws. Reports all hazards and incidents to the Swim School Supervisor. Administers first aid as required. <p>OTHER</p> <ul style="list-style-type: none"> Other relevant duties as required 	<ul style="list-style-type: none"> Provide First Aid Certificate (HLTAID003 or equivalent) and Provide CPR (HLTAID001 or equivalent) AUSTSWIM Teacher of Swimming and Water Safety or ASCTA Swim Australia Teacher Certificate
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SWIM SCHOOL SUPERVISOR	Leve 2 PSCSA	<p>ADMINISTRATION</p> <ul style="list-style-type: none"> Administers Swim School Programs including: <ul style="list-style-type: none"> phone enquiries and bookings; email enquiries and bookings; enrolment system maintenance; enrolment process; payments and confirmation of lessons maintaining customer database and statistical records; prepare reports and distribute promotional information; and program evaluation. Follows up on swim school sales enquiries in accordance with the VenuesWest Membership Journey. Arranges and checks equipment regularly for loss and damage. Ensures correct venue setup and break down. Supervises the day to day running of the Swim School Program. Provides input into the review of Swim School Programs to evaluate quality of service and customer satisfaction. Appraises and monitors levels of students and adjust class placement of students as appropriate. Assists the Swim School Coordinator in the marketing and promotion of the Swim School Programs Liaises with Bookings Officer for pool bookings and to ensure efficient management of pool space for swimming programs Undertakes other administrative duties as required. <p>CUSTOMER SERVICE</p> <ul style="list-style-type: none"> Liaises with Customer Service Staff, Bookings Staff and Venue Delivery areas to provide information on daily activities. Addresses customer queries and complaints including telephone enquiries, and assists in ensuring delivery of communications and notifications to customers. Welcomes and interacts with parents and students on pool deck. <p>STAFF SUPERVISION</p> <ul style="list-style-type: none"> Assists with the recruitment and induction of casual staff. Manages with assistance from the Swim School Coordinator the performance of casual swimming teachers and provides feedback where appropriate. Maintains a current database of casual instructors and ensures currency of all instructors' qualifications. Monitors swim instructors to ensure quality teaching, student progression and customer satisfaction. Provides input into quarterly staff development and assisting with in-service training sessions for swim instructors. Assists with stroke correction drills, stroke progression for students with individual technique problems. Assists with problem students. Arranges rosters for casual instructors and advises Swim School Coordinator of any issues. Instructs and assesses AUSTSWIM Instructor Certificate students on practicum. Assists with ensuring employee compliance with Human Resource standards, policies and relevant legislation. Collates User Statistics for the Swim School Coordinator and Manager Aquatics and Swim School. <p>WORKPLACE SAFETY AND HEALTH</p> <ul style="list-style-type: none"> I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws. <p>OTHER</p> <ul style="list-style-type: none"> Identifies and recommend improvements to VenuesWest Swim School procedures. Undertakes coaching duties as required. Ensures maintenance of a safe environment for aquatic programs staff and customers. Other related duties, as directed. 	<ul style="list-style-type: none"> Previous experience as a Swim Teacher and supervising a Swim School. Communicates clearly both orally and in writing; Listens to, understands and adapts communication styles to the audience. Western Australian Working With Children Check Provide First Aid Certificate (HLTAID003 or equivalent) and Provide CPR (HLTAID001 or equivalent) AUSTSWIM Teacher of Swimming and Water Safety or ASCTA Swim Australia Teacher Certificate or Royal Lifesaving Swim Teacher License AUSTSWIM Assessor Certificate
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