

# Position Description

**Position Title**

**Learn to Swim Instructor**

**Location**

District Aquatic Centres

**Contract Type**

**Date**

August, 2021



**Department**

Community & Recreation



**Unit**

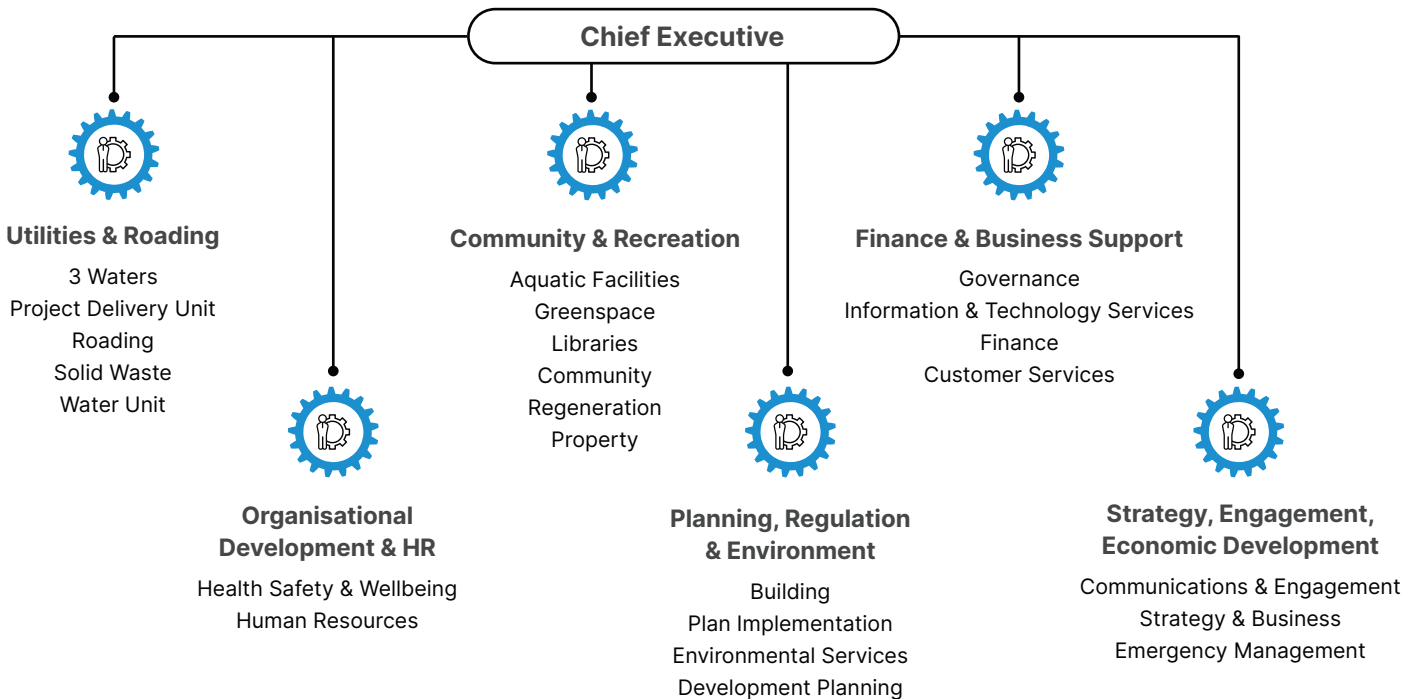
Aquatic Facilities



**Team**

Rangiora Service Centre –

## Organisation Context



# Tā mātou mauri

## Our principles

### Our purpose

To make Waimakariri a great place to be, in partnership with our communities.

### Our vision

We are a respectful, progressive team delivering value for our customers.

### Our values

We will...

Act with integrity, honesty and trust

Keep you informed

Do better every day

Take responsibility

Work with you and each other

### Our customer promise

We will be professional, approachable and solutions-focused.

# Position Details

## Purpose of Position

To work as part of the Aquatic Facilities Team to:

- support a high standard of customer service and quality programming; and
- provide a high level of water safety and swimming instruction to participants of the Learn to Swim programme.

## Key Relationships

### Responsible to

Centre Team Leader

### Responsible for

Nil

### Internal

Dudley Park Aquatic Centre Team Leader, Kaiapoi Aquatic Centre Team Leader, Dudley Park Aquatic Centre Manager, Kaiapoi Aquatic Centre Manager, Aquatic Facilities Manager, GM Community & Recreation, AF Schools Administrator, AF Operational Staff

### External

Members of the Public, School Groups and Students, Community Organisations, North Canterbury Swimming Club, Swimming New Zealand, Water Safety New Zealand, WorkSafe, Contractors, NZ Recreation Association

Is there an approved delegated authority for this role?  Yes  No

If yes, state limit for role \$:

If yes, is this role responsible for that budget?  Yes  No

### Vetting Requirement (contact HR for further advice as required)

*Under the NZ Police vetting criteria, thorough vetting is required to safeguard communities by assessing the backgrounds of individuals who work with vulnerable populations.*

This role provides care/protection/education/training to vulnerable members of society such as children, young people, elderly and/or disabled.  Yes  No

If yes, does this role fall under the Childrens Act 2014?  Yes  No

This position has been identified as: Core worker

*Vetting under the Children's Act 2014 is necessary to ensure the safety and well-being of children by thoroughly assessing individuals who work with them.*

## Key Result Areas

### KPI (area of responsibility)

Provide 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.

Deliver a high level of customer service and customer support, consistent with WDC values and Customer Promise to ensure ongoing repeat business for the Aquatic Facilities.

Complete and record all relevant evaluations and information pertaining to participants of the Learn to Swim Programme.

Assist in an emergency situation in line with Facilities' policies.

Pro-actively prevent accidents and incidents through practical administration of the hazard management system, correctly reporting and recording incidents and communicating constantly and proactively with customers and staff.

### Measure (successful when)

Customers receive high quality instruction and programming.

Enquiries are answered efficiently and professionally with a practical approach to problem solving.

Interactions are professional and friendly and delivered in a manner that will enhance the reputation of the Council.

Assessments are scheduled and recorded when completed to ensure the ongoing smooth operation of the facility and its programmes.

Complies with Emergency Action Plans, Health & Safety and Worksafe requirements at all times.

All accidents and incidents are reported and recorded as soon as is practicable.

Communication with customers and staff is clear, professional and respectful.

## Key Result Areas Continued

### KPI (area of responsibility)

Maintain qualifications relevant to position and participates in all ongoing workplace training.

### Measure (successful when)

Attends ongoing training to ensure qualifications are current and up-to-date.

Promote and comply with all facility and Council policies and procedures.

Policies and procedures are communicated to staff both formally and informally.

Appropriate policies and procedures are readily accessible to all staff.

Policies and procedures are followed and upheld.

Undertake any reasonable delegated tasks or direction from the Centre Coordinator or Manager.

Requests from Centre Coordinator or Manager to undertake work not included in this position description are carried out within agreed timeframes.

# Person Specification

## Education/Qualifications

Minimum requirement for the role:

National Certificate Level 2 NCEA Level 2

Education to minimum school leaving age. NCEA level 1, 2 or 3 (please specify)

Specifications and/or further information:

Holds or is working towards a secondary education to NCEA Level 2 (6th Form Certificate equivalent) as a minimum. Further certification in Swim Teaching or Coaching would be advantageous. A Swim Teacher Award and First Aid Certificate incorporating Unit Standards 6400, 6401 & 6402 would be an advantage. A current unrestricted drivers license is desirable

## Knowledge/Experience

Minimum requirement for the role:

Further information:

Previous participation as part of a sports teams and / or an extracurricular group, or any other experience that demonstrates an awareness of working with others and as part of a team. Knowledge of swimming techniques. Demonstrated performance working with members of the community in a front facing role would be advantageous. Experience in Aquatic Industry is desirable

## Attributes

Self motivated.

Approachable with a calm and polite manner.

Works willingly with others with a positive and enthusiastic attitude.

Shows initiative with a practical approach to problem solving and conflict resolution.

Displays commitment to building rapport with customers and encouraging genuine connections within our community.

## Skills

Strong communication skills; able to communicate in an engaging and respectful manner.

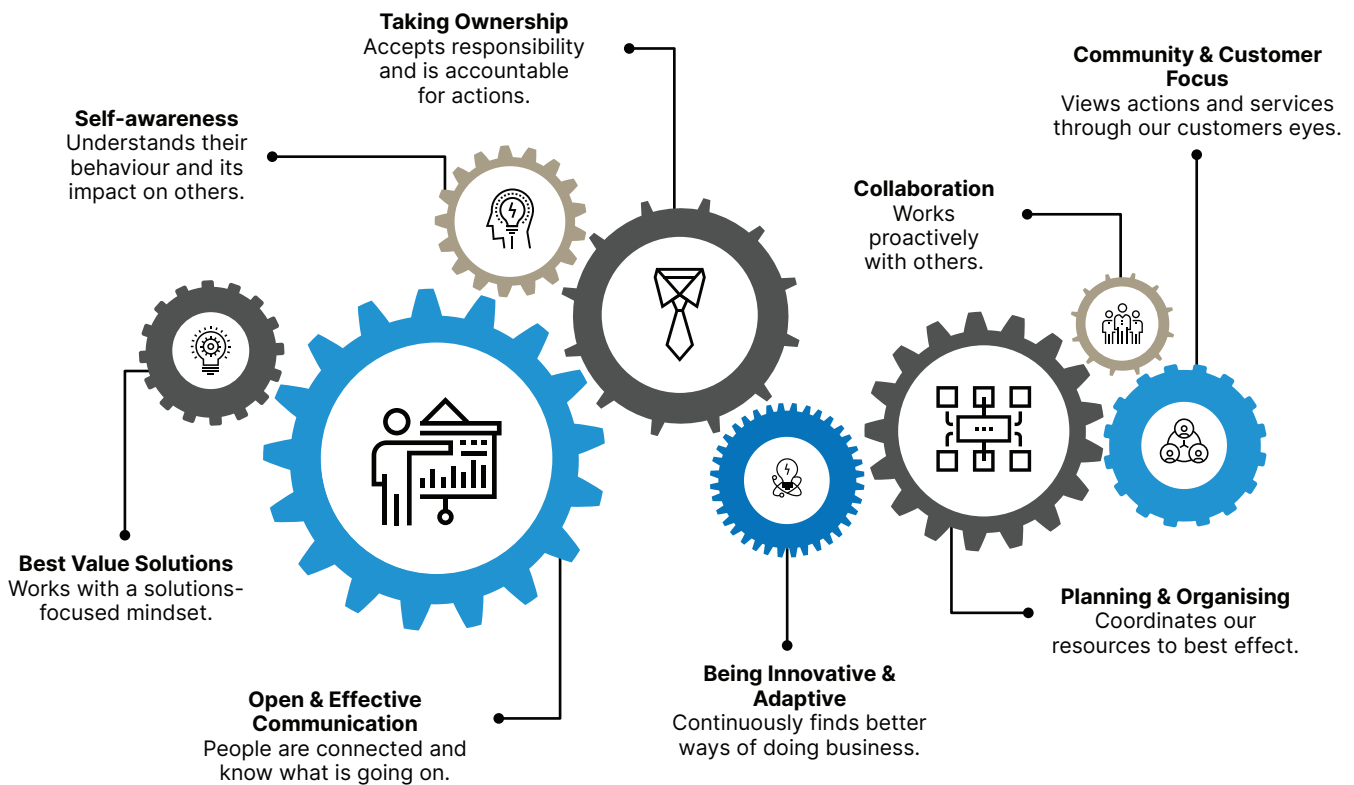
Excellent relationship building skills and the ability to relate to a wide variety of people from different backgrounds.

Ability to operate semi autonomously, analysing situations and taking appropriate actions.

Ability and endurance to carry out physical aspects and work-rate of the position to the standard required in a safe manner.

A competent swimming ability.

# Core Competencies



## Key Requirements for all Council Staff

- ✓ Embrace principles contained in Tā Mātou Mauri, model the Council's values and continuously seek self-improvement regarding our core competencies.
- ✓ Participate in Civil Defence training programmes and exercises and assist effectively in disaster recovery and business continuity planning.
- ✓ Take reasonable care for the health and safety of yourself and others at the WDC (including visitors, volunteers, contractors, and general public). Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents in the workplace are reported.
- ✓ Manage information of all activities within the Council's corporate business and information systems according to information management policies and procedures.
- ✓ Ensure that proper account of tikanga Māori and the Treaty of Waitangi is taken in all activities.
- ✓ Maintain an effective partnership with mana whenua as provided for in our agreements and understandings between Council and Te Ngāi Tūāhuriri Rūnanga.

## Amendments to Position Description

From time to time it may be necessary to consider changes in the Position Description in response to the changing nature of our work environment – including technological requirements or statutory changes.

Position Description approved by

Matthew Greenwood

Date

27/08/2021

# Position Description

**Position Title**

**Lifeguard**

**Location**

District Aquatic Centres

**Contract Type**

**Date**

June 2023



**Department**

Community & Recreation



**Unit**

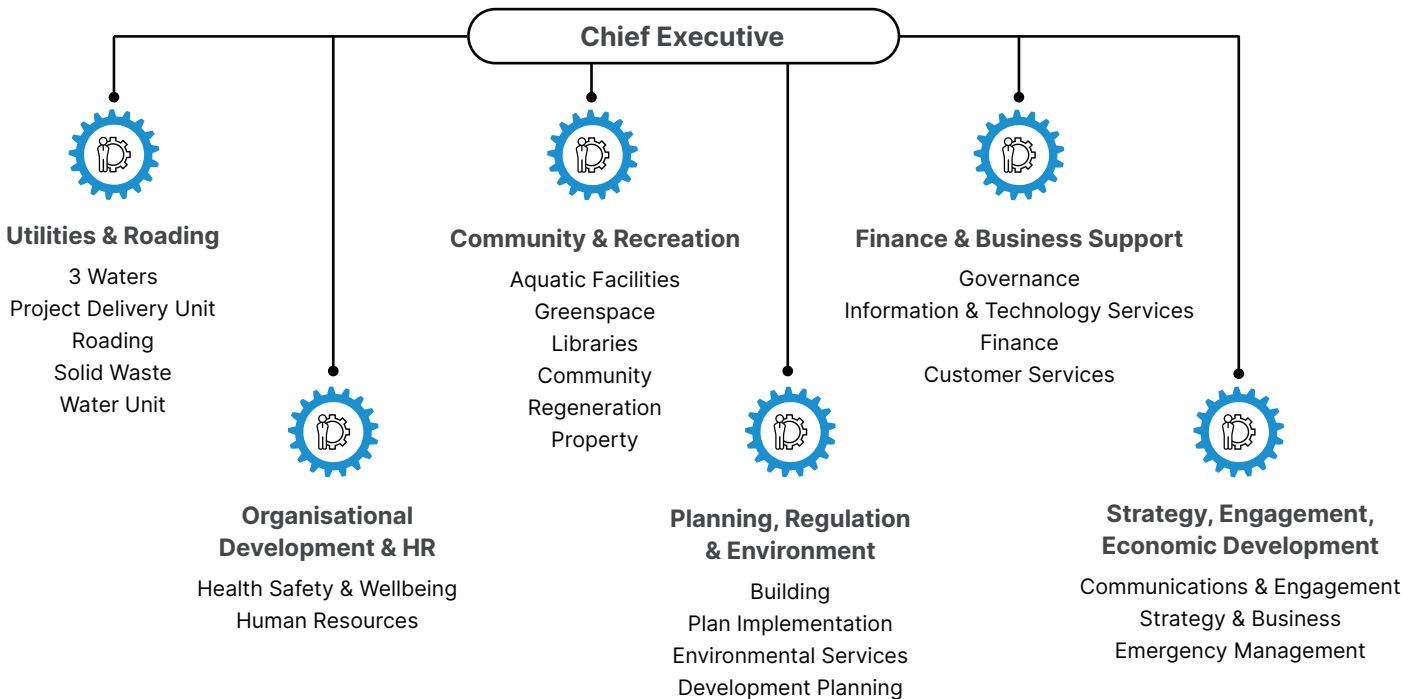
Aquatic Facilities



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# Position Details

## Purpose of Position

To work as part of the Aquatic Facilities Team to:

- support a high standard of customer service and facility presentation;
- maintain a safe and enjoyable aquatic environment; and
- respond in the event of an emergency at the Aquatic Facilities.

## Key Relationships

### Responsible to

Centre Team Leader / Lifeguard Supervisor

### Responsible for

Nil

### Internal

Dudley Park Aquatic Centre Team Leader, Kaiapoi Aquatic Centre Team Leader, Dudley Park Aquatic Centre Manager, Kaiapoi Aquatic Centre Manager Aquatics Manager, General Manager, Community and Recreation, AF Administrator, AF Operational Staff

### External

Members of the Public, School Groups and Students Community Organisations, North Canterbury Swimming Club, Swimming New Zealand, Water Safety New Zealand, WorkSafe, Contractors, NZ Recreation Association

**Is there an approved delegated authority for this role?**  Yes  No

**If yes, state limit for role \$:**

**If yes, is this role responsible for that budget?**  Yes  No

### Vetting Requirement (contact HR for further advice as required)

*Under the NZ Police vetting criteria, thorough vetting is required to safeguard communities by assessing the backgrounds of individuals who work with vulnerable populations.*

This role provides care/protection/education/training to vulnerable members of society such as children, young people, elderly and/or disabled.  Yes  No

**If yes, does this role fall under the Childrens Act 2014?**  Yes  No

This position has been identified as:

*Vetting under the Childrens Act 2014 is necessary to ensure the safety and well-being of children by thoroughly assessing individuals who work with them.*

## Key Result Areas

### KPI (area of responsibility)

Provide professional lifeguard services consistent with the skills, knowledge and standards illustrated in the Pool Lifeguard Practicing Certificate, PoolSafe Criteria and Standard Operating Procedures.

Pro-actively prevent accidents and incidents through practical administration of the hazard management system, correctly reporting and recording incidents and communicating constantly and proactively with customers and staff.

Administer first aid and emergency care, when required.

Deliver a high level of customer service and customer support, consistent with WDC values and Customer Promise to ensure ongoing repeat business for the Aquatic Facilities.

Complete procedural checklist tasks as prescribed in the normal operating procedures.

Set up poolside throughout day as per scheduled activities and programmes.

### Measure (successful when)

Customers are supervised at all times in a safe and comfortable environment.

All accidents and incidents are reported and recorded as soon as is practicable.

Communication with customers and staff is clear, professional and respectful.

Complies with Emergency Action Plans, Health & Safety and Worksafe requirements at all times.

Enquiries are answered efficiently and professionally with a practical approach to problem solving.

Responses are professional and friendly and delivered in a manner that will enhance the reputation of the Council.

Procedural tasks are scheduled and recorded when completed to ensure the ongoing smooth operation of the facility and its activities.

Poolside setup is completed in a timely and efficient manner, appropriate to the scheduled activities and/or programmes.

## Key Result Areas Continued

### KPI (area of responsibility)

Ensure water quality standards are met by carrying out of regular pool water tests and plant checks as prescribed in the normal operating procedures.

### Measure (successful when)

Water quality standards comply with NZ Standard 5826.

Maintain qualifications (Pool Lifeguard Practicing Certificate, First Aid Certificate) and participate in all relevant ongoing workplace training.

Attends ongoing training to ensure qualifications are current and up-to-date.

Comply with all facility and Council policies and procedures.

Policies and procedures are followed and upheld.

Undertake any reasonable delegated tasks or direction from the Centre Coordinator or Manager.

Requests from Centre Coordinator or Manager to undertake work not included in this position description are carried out within agreed timeframes.

# Person Specification

## Education/Qualifications

Minimum requirement for the role:

National Certificate Level 2 NCEA Level 2

Education to minimum school leaving age. NCEA level 1, 2 or 3 (please specify)

Specifications and/or further information:

Holding, or working towards, a secondary education at NCEA Level 2 (6th Form Certificate equivalent) or above is required. A Pool Lifeguard Practicing Certificate and First Aid Certificate incorporating Unit Standards 6400, 6401 & 6402 would be an advantage. A current unrestricted drivers license is desirable

## Knowledge/Experience

Minimum requirement for the role:

Further information:

Previous participation as part of a sports teams and / or an extracurricular group, or any other experience that demonstrates an awareness of working with others and as part of a team. Demonstrated performance working with members of the community in a front facing role would be an advantage. Experience in the Aquatic Industry is desirable.

## Attributes

Self motivated.

Approachable with a calm and polite manner.

Works willingly with others with a positive and enthusiastic attitude.

Shows initiative with a practical approach to problem solving and conflict resolution.

Displays commitment to building rapport with customers and encouraging genuine connections within our community.

## Skills

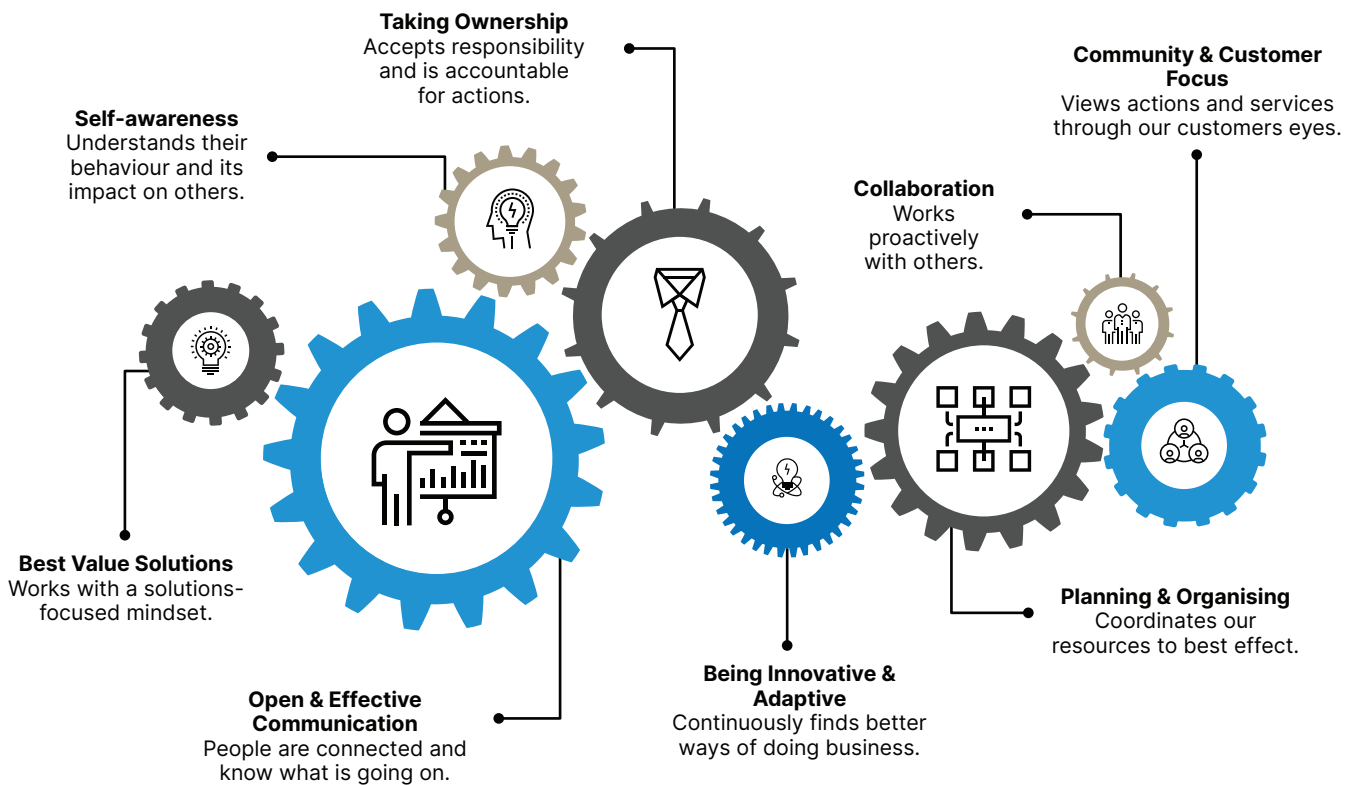
Strong communication skills; able to communicate in a firm but respectful manner.

Ability to operate semi autonomously, analysing situations and taking appropriate actions.

Ability and endurance to carry out physical aspects and work-rate of the position to the standard required in a safe manner.

Competent swimming ability.

# Core Competencies



## Key Requirements for all Council Staff

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