

# Employment Information Package

## Learn to Swim Instructor

**Position number: POS9003**

**Enquiries:**

**Name:** Amanda Mayes

**Position:** Coordinator Aquatic Education and Training

**Phone:** 03 6323 3038

**Email:** [Amanda.Mayes@launceston.tas.gov.au](mailto:Amanda.Mayes@launceston.tas.gov.au)

**Application closing date: ACCEPTED ON AN ONGOING BASIS**

📍 Town Hall  
18–28 St John Street  
Launceston TAS 7250

✉ PO Box 396  
Launceston  
TAS 7250

☎ 03 6323 3000  
✉ [contactus@launceston.tas.gov.au](mailto:contactus@launceston.tas.gov.au)  
🌐 [launceston.tas.gov.au](http://launceston.tas.gov.au)

 **City of  
LAUNCESTON**



# Contents

About the City of Launceston	3
City of Launceston Organisation Structure	4
Organisational Values	5
Information for Applicants	6
Recruitment Steps	7
General Conditions of Employment	8
Position Description	9



**Address applications to:**

Senior Leader People and Culture  
City of Launceston  
PO Box 396  
LAUNCESTON TAS 7250

**Email address:** [contactus@launceston.tas.gov.au](mailto:contactus@launceston.tas.gov.au)

When emailing your application, attachments should be sent in either Word (.doc/.docx), PDF (.pdf), TIFF (.tiff), JPEG (.jpg) or Excel (.xls/xlsx) formats.



# About the City of Launceston

Launceston is the regional hub of Northern Tasmania and enjoys a rich natural and social history. Located at the head of the picturesque Tamar Valley, the Launceston region is renowned for its award-winning wines, gourmet dining experiences, magnificent natural features and friendly residents.

**Our city is human scale. A series of green and wild spaces linked by heritage streetscapes and thoughtful adaptations. A real blend of old-world and new, tradition and innovation.**

The City of Launceston municipal area covers an area of 1,405 square kilometres with a population of around 71,000 residents.

The City of Launceston is Tasmania's largest municipal council in terms of population and revenue. Launceston boasts all the major facilities of a much larger city, many of which are owned and operated by the City of Launceston.

The City of Launceston is served by 12 Councillors, including the Mayor and Deputy Mayor.

Click [here](#) to view City of Launceston's strategic and annual reporting.

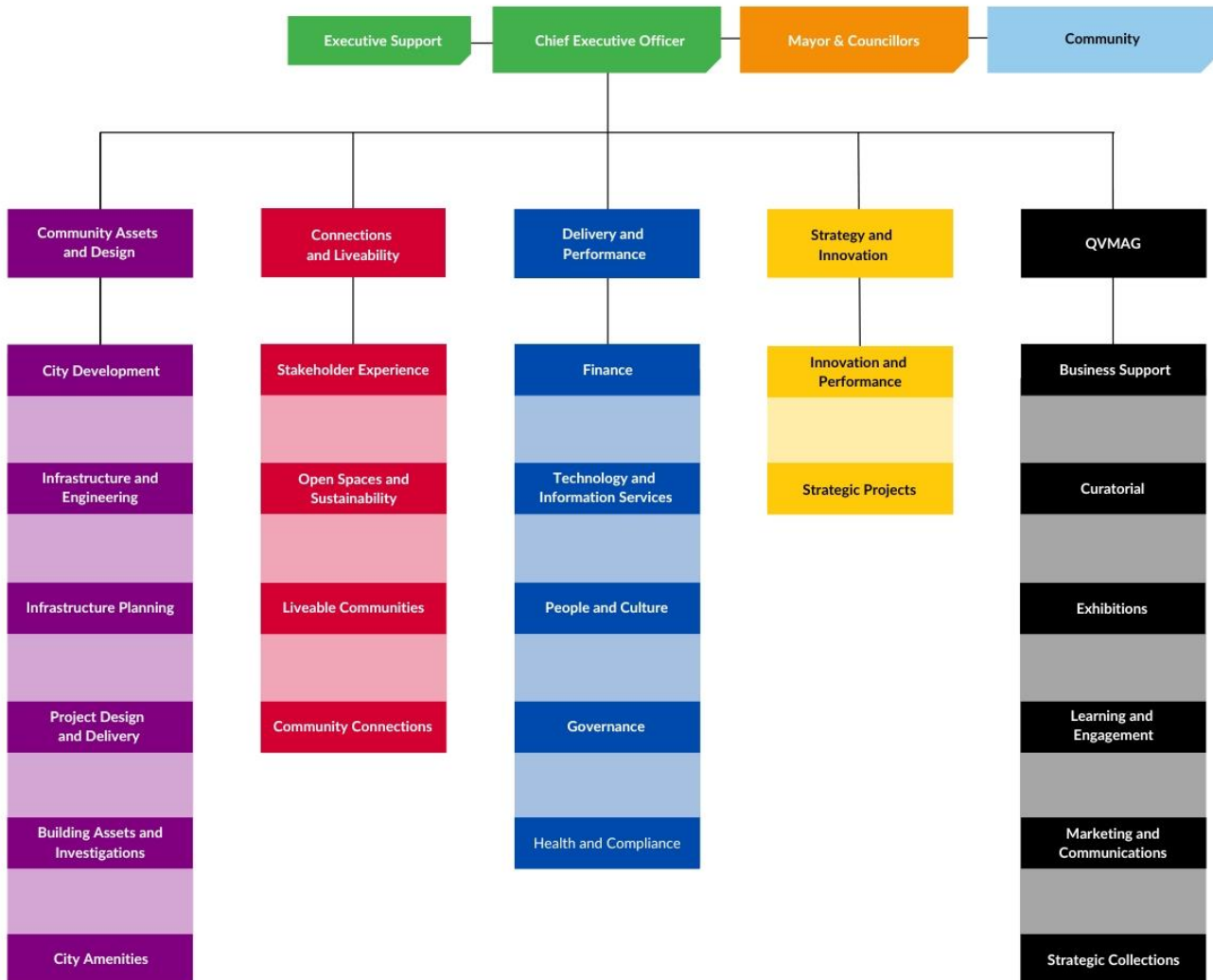
**The City of Launceston is recognised as an Employer of Choice by the Tasmanian Government.**

**An Employer of Choice is a workplace that demonstrates contemporary workplace practices and provides outstanding support for its staff.**

**Employee benefits offered by the City of Launceston include:**

- Our employees have access to discounted health insurance options through St Luke's Health and BUPA.
- Employees have access to a free EAP service, which provides support and counselling for personal and work related issues, coaching and advice for leaders and counselling assistance for immediate family members.
- We are committed to providing a working environment that is sufficiently flexible to meet the operational requirement and workload demands of the City of Launceston while accommodating, where possible, the needs of our employees.
- Discounted membership at Launceston Leisure & Aquatic Centre.
- Discounts at the QVMAG Gift Shop.
- Additional leave: employees may request to purchase an additional two or four week's additional leave per year to help manage family/carer responsibilities or other special circumstances.





# Organisational values

At the heart of our organisation are our four organisational values. Our employees are expected to adhere to, support and promote our values at all times.

Our aim is to attract and retain people who share our values and want be a part of our positive workplace culture. Before submitting your application please review our values and decide if they are a good fit for you.



## OUR PEOPLE MATTER

- We value clear and open communication
- We support and encourage each other
- We respect diversity
- We recognise individual needs, experience and strengths



## WE CARE ABOUT OUR COMMUNITY

- We take pride in our work and pursue a standard of excellence
- We genuinely listen, and value collaborative relationships
- We strive towards the best outcome for our community
- We make responsible and sustainable decisions



## WE BRING AN OPEN MIND

- We actively seek opportunities to continuously improve
- We respect and explore different ideas and perspectives
- We embrace change that leads to positive outcomes
- We value innovation and creativity



## WE GO HOME SAFE AND WELL

- We show care for people and look out for one another
- We speak up and support others to be healthy and safe
- We take personal responsibility for our own health and wellbeing
- We value work-life fit

# Information for applicants

Please read this information carefully, as it will help you with the preparation of your employment application.

## **When applying for this position, you must provide the following documentation:**

1. Covering letter
2. Statement addressing the selection criteria (highlighted criteria only)
3. Resume

**The online Application for Employment can be [accessed here](#)** (you will be asked to attach your supporting documentation)

1. Your covering letter should introduce you and explain why you are applying for the role.
2. All recruitment and selection decisions are based on merit. The most suitable person in terms of skills, knowledge, qualifications, relevant experience, alignment with organisational values and work attitudes is selected for the position. Selection is based on the assessment of each application in relation to the selection criteria identified in the position description. The position description is included later in this information kit.

The selection criteria consists of the qualifications, knowledge, skills, attitudes and abilities required to successfully perform the role. You must provide a statement that addresses each highlighted selection criterion for the role. Your statement should include examples that demonstrate how you meet each criterion.

Please see information here on how to address the [Selection Criteria](#).

3. Your resume should provide details of your qualifications, work history, special skills, training and competency details and referees, plus any other information that may support your application. Be clear and informative. Include the names, position titles, addresses and telephone numbers of at least two work referees.

**If we can assist you with any reasonable adjustments in order to submit your application for this role, please contact the People and Culture Team via email at [contactus@launceston.tas.gov.au](mailto:contactus@launceston.tas.gov.au), noting your preferred method of communication and contact details and a member of the team will be in touch.**

**City of Launceston is an equal opportunity employer. Our workforce is diverse, inclusive, flexible and family-friendly.**

We value the different backgrounds, skills and contributions of all employees and treat each other and our community with respect.

We want opportunities at City of Launceston to be accessible and attainable to all candidates. If you are interested in this role but have concerns about your suitability, please talk to us before submitting your application.

# Recruitment steps

## 1. Application received

## 2. Shortlisting

- Shortlisted applicants will be contacted by telephone or email to arrange an interview.
- Unsuccessful candidates will be advised by email.

## 3. Interview

## 4. Pre-Employment Checks:

- Reference Check
- Police Check
- Medical Assessment
- Drug and Alcohol screening

*All costs covered by City of Launceston*

## 5. Suitability determination and preferred candidate identified

## 6. Letter of Offer



# General conditions of employment

Position title	Learn to Swim Instructor
Employment terms	Casual
Working pattern	Casual
Total remuneration	\$36.3736 casual hourly rate (includes 25% casual loading)*
Superannuation	Employer contribution of 12.5%

- **Annual leave:** employees are entitled to 4 weeks (pro-rata for part-time employees) annual leave per year, plus leave loading.
- **Personal leave (for sick and carer's leave):** employees are entitled to two weeks (pro-rata for part-time employees) personal leave per year, if they are unable to attend work due to personal illness/injury or to provide care for a spouse/partner or immediate family member.
- **Paid parental leave:** employees are entitled to fourteen weeks paid (or twenty eight weeks at half-pay) parental/adoption leave for the primary carer; two weeks paid leave for the secondary carer.
- **Long Service Leave:** Long service leave applies after 7 years continuous service.

The City of Launceston Enterprise Agreement 2021 is available [here](#)

The City of Launceston Leisure and Aquatic Centre Enterprise Agreement 2022 is available [here](#)



# Position Description

## Position Description Form - Officer

PF NUMBER:	PF0	POS NUMBER:	POS
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POSITION TITLE:	Learn to Swim Instructor
AWARD CLASSIFICATION:	LAC Grade 1
EMPLOYEE:	Vacant
TEAM:	Community Connections
REPORTS TO:	Coordinator Aquatic Education and Training
PREPARED BY:	Amanda Mayes
DATE:	January 2025

APPROVED BY:	
NAME:	Amanda Mayes
POSITION:	Coordinator Aquatic Education & Training
SIGNATURE:	

POSITION PURPOSE (Why does this position exist)
<p>The purpose of the Learn to Swim Instructor is to provide swimming lessons to groups, schools and individuals as set out in the Leisure and Aquatic Learn to Swim program.</p> <p>To provide professional instruction in the programs and provide a safe environment in which students can learn and actively participate.</p>

City of Launceston is a values-based organisation, which means that we employ people who share and display Our Values

# OUR VALUES



**Our people matter**

- we value clear and open communication
- we support and encourage each other
- we respect diversity
- we recognise individual needs, experience and strengths



**We care about our community**

- we take pride in our work and pursue a standard of excellence
- we genuinely listen, and value collaborative relationships
- we strive towards the best outcome for our community
- we make responsible and sustainable decisions



**We bring an open mind**

- we actively seek opportunities to continuously improve
- we respect and explore different ideas and perspectives
- we embrace change that leads to positive outcomes
- we value innovation and creativity



**We go home safe and well**

- we show care for people and look out for one another
- we speak up and support others to be healthy and safe
- we take personal responsibility for our own health and wellbeing
- we value work-life fit



Accountabilities	Activities/Tasks include:	Success looks like ...
<b>General</b>		
City of Launceston's Values	Behave in a way that supports the City of Launceston's values. <ul style="list-style-type: none"> <li>• Our people matter</li> <li>• We care about our community</li> <li>• We bring an open mind</li> <li>• We go home safe and well</li> </ul>	Demonstrates, through behaviour, an alignment to and an understanding of Our Values.
Technology	Use technology and information to maximise efficiency and effectiveness.	New and existing technologies are utilised effectively.
Collaborate	Work collaboratively within your team and across other teams.  Support delivery of the Team's strategic and annual plan actions.  Work with other teams as relevant to technical role accountabilities.	Actively participating in team meetings/tool box meetings, by offering ideas and suggestions and providing feedback  Collaborative opportunities are sought across teams
Innovation	Encourage and be proactive in developing a culture of introducing new and improved work practices and projects within your team and other teams.	Improved work practices and projects.
<b>Technical</b>		
Teaching of swimming and water safety	<ul style="list-style-type: none"> <li>• Enhance water safety knowledge of participants whilst developing swimming, water safety and survival skills.</li> <li>• Plan, organize and facilitate water safety and swimming lessons in a safe, professional and enthusiastic manner.</li> <li>• Promote student participation in the learn to swim program.</li> <li>• Set up equipment and other materials in preparation for swimming lessons.</li> <li>• Accurately record the progress of each student and group and maintain documentation.</li> </ul>	Student's improvement, progress and performance  Patron feedback
Customer relations	<ul style="list-style-type: none"> <li>• Establish a good rapport, actively listen to customer needs and communicate effectively with students, parents and other team members.</li> <li>• Provide accurate and timely advice and assistance to customers in a pleasant and helpful manner.</li> </ul>	Positive customer and patron feedback

Accountabilities	Activities/Tasks include:	Success looks like ...
	<ul style="list-style-type: none"> <li>Promote a positive image of Launceston Aquatic users through professional standards of work, personal presentation and the efficient and effective completion of work tasks, lessons and programs.</li> </ul>	
Child Safety	<p>As a LTS Instructor I will ensure the following when working with children &amp; young people:</p> <ul style="list-style-type: none"> <li>Communication               <ul style="list-style-type: none"> <li>(a) Talk to students in a professional and supportive manner</li> <li>(b) Use language that creates a fun and inclusive environment</li> <li>(c) Listen to and respect what students have to say</li> </ul> </li> <li>Supervision               <ul style="list-style-type: none"> <li>(a) Never be alone with a student where another staff member cannot observe you</li> </ul> </li> <li>Physical Contact               <ul style="list-style-type: none"> <li>(a) Use gentle handling when making stroke corrections or manipulations</li> <li>(b) only move the students body within a comfortable and suitable range of motion</li> <li>(c) Keep hands visible above the water's surface when providing manual support</li> <li>(d) Utilise teaching aids to minimise the amount of physical contact</li> </ul> </li> <li>General Professionalism and Boundaries               <ul style="list-style-type: none"> <li>(a) Ensure all activities and communication occurs within the scope of your role and responsibilities</li> <li>(b) Be ethical, considerate, fair and honest in all dealings with students</li> <li>(c) Set a good example for students</li> <li>(d) report breaches of Code of Conduct to a Senior instructor or coordinator</li> <li>(e) Be alert to risk indicators of child abuse and child grooming</li> </ul> </li> </ul>	
Child Safety Commitment	<p>As a LTS Instructor I will:</p> <ul style="list-style-type: none"> <li>Act in accordance with LAC's child safety and wellbeing policies and procedures at all times</li> <li>Behave respectfully, courteously and ethically towards students and their families and towards other staff</li> <li>Listen and respond to views and concerns of children, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well</li> <li>Promote the human rights, safety and wellbeing of all students in LAC</li> <li>Demonstrates appropriate personal and professional boundaries</li> <li>Consider and respect the diverse backgrounds and needs of students</li> <li>Create an environment that promotes and enables students participation and is</li> </ul>	



Accountabilities	Activities/Tasks include:	Success looks like ...
	<p>welcoming, culturally safe and inclusive for all students and their families</p> <ul style="list-style-type: none"> <li>• Involve students in making decisions about activities, police and processes that concern them wherever possible</li> <li>• Contribute, where appropriate, to LAC policies, discussions, learning and review about child safety and wellbeing</li> <li>• Respond to any concerns or complaints of child harm or abuse promptly and in line with LAC's policy and procedure for receiving and responding to complaints</li> <li>• Report all suspected or disclosed child harm or abuse in line with RLSSA and LAC's policy and procedures</li> <li>• Comply with LAC's protocols on communicating with students</li> </ul> <p>Comply with LAC's policies and procedures on record keeping and information sharing</p>	
Basic knowledge of current OH & S policies and procedures	<ul style="list-style-type: none"> <li>• Understanding of the wellbeing of fellow workers, customers and self.</li> <li>• Ability to move from teaching station to teaching station while keeping equipment clear of walk ways.</li> <li>• Understand and apply all safety procedures as written in the Launceston Aquatic swim school policies and procedures.</li> </ul>	
Work Safely with a Duty of Care for fellow employees and ensure procedural compliance	<p>Perform all work in a safe manner in accordance with the City of Launceston's WHS Policy and Procedures</p> <p>While at work, a worker must –</p> <p>(a) take reasonable care for his or her own health and safety; and</p> <p>(b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and</p> <p>(c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and</p> <p>(d) cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.</p> <p>(Section 28 Work Health &amp; Safety Act 2012)</p>	
<p><b>Note:</b> Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks that are within the limits of the employee's skill, competence and training.</p>		

WORKING WITH VULNERABLE PEOPLE CHECK	
	Yes/No
Working with Vulnerable People Check required?	Yes
If yes, include in Selection Criteria table below	

SELECTION CRITERIA
POSITION REQUIREMENTS/COMPETENCIES
<b>Organisational</b>
<ul style="list-style-type: none"> <li>Community Focussed: considers community/customers in decision making</li> <li>Communicate and Engage: demonstrates self-awareness &amp; encourages open discussions &amp; contributions from others</li> <li>Create and Innovate: displays initiative &amp; considers different ideas and perspectives</li> <li>Safety Focussed: takes responsibility for own and team's health, well-being and self-care</li> </ul>
<b>Position Specific</b>
<ul style="list-style-type: none"> <li>Demonstrated ability to work in a team environment</li> <li>Demonstrated ability to work unsupervised</li> <li>A current understanding and awareness of WH&amp;S practices and procedures in the aquatic industry</li> <li>Excellent interpersonal and face to face communication skills for interaction with clients from a diverse range of cultural and intellectual backgrounds.</li> <li><b>Desirable:</b> A friendly, bubbly and outgoing personality</li> </ul>
<b>Qualifications and Experience</b>
<ul style="list-style-type: none"> <li>Swim Teacher</li> <li>SISCAQU002 Perform basic Water Rescues</li> <li>SISCAQU008 Instruct Water Familiarisation, Buoyancy and Mobility Skills</li> <li>SISCAQU009 Instruct Water Safety and Survival Skills</li> <li>SISCAQU010 Instruct Swimming Strokes</li> <li>HLTAID009 Perform Cardiopulmonary Resuscitation (CPR)</li> <li>Practical experience teaching swimming and water safety (includes work experience performed as part of achieving above Swim Teacher qualification)</li> <li>Tasmanian Working with Vulnerable People Registration</li> </ul>

REPORTING STRUCTURE	
<b>Leader</b>	Manager Community Connections
<b>Direct Reports</b>	N/A

KEY RELATIONSHIPS (External and Internal Customers, Supplier, Colleagues, etc)	
<b>Internal</b>	<b>Nature of Relationships</b>
Other pool staff	Working relationship
<b>External</b>	<b>Nature of Relationships</b>



Pool patrons	Facility user
Contractors	Service providers

DELEGATIONS & AUTHORISATIONS (Local Government Act, By-Laws etc)	
Purchasing Approvals	Limit \$Nil

## Confidentiality

Employees are

- a) Able to access; or
- b) May be exposed in the course of performing their duties to information that may be related to individuals, organisations or the general dealings of the City of Launceston. Some of this information will be of a sensitive nature – either within or external to the organisation.

By accepting this position the employee undertakes:

- a) To keep all information that they are exposed to confidential during and after their period of employment with City of Launceston. Information should never be disclosed outside of the organisation and only be disclosed to other employees if there is a need within the context of the task being performed.
- b) To not access any information within the organisation's systems that is not directly relevant to their work.
- c) To abide by the requirements of the Confidentiality and Privacy clause of the relevant Enterprise Agreement.

OTHER RELEVANT INFORMATION
<p>Expectations of a City of Launceston employee:</p> <ul style="list-style-type: none"> <li>• Have strategies in place to enhance their own health and well-being, manage stress and maintain professionalism;</li> <li>• Seeks feedback broadly and asks others for help with own development areas; and</li> <li>• Translates feedback into an opportunity to develop.</li> </ul>

