

Malisa Lavis

RESUME

Contact Details

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Executive Summary

I am a motivated, enthusiastic and professional individual, with a particularly strong work-ethic. I have the ability to develop creative, robust and interesting swim programs for people of all ages, abilities and backgrounds. I possess very capable instructional techniques, patience as well as the interpersonal and communication skills needed to make a difference to all organisations. I display a 'can-do' and positive attitude which compliments my professional qualifications and 25 years' experience in the aquatics industry.

I have a very broad and extensive range of work experiences which allows me to apply my skills to a myriad of situations. I have managed a swim centre and swim school, fulfilling the roles of Head Coach, swim school co-ordinator, and program manager. I am also able to supervise and undertake staff rostering, plant maintenance and operation, as well as aquatic program design, implementation and review. My previous management positions have seen me play a key role in client liaison, marketing and website development. My collaborative work style makes me an effective leader, a positive role model and valued team member, while my flexible nature allows me to adapt to the environment and adjust my leadership style as the situation necessitates.

Qualifications and Professional Development

Certificate IV Training and Assessment March 2016
Bronze Coach License – Swimming Australia – Current
Pool Plant Operations Certificate – 0199
RLSS Pool Lifeguard Licence – Current
Austswim Certificate – Australian Swimming Coach and Teachers Association – Current

Qualifications and Professional Development (continued)

Royal Life Saving Society certificates in; Pool Lifeguard, Oxygen Resuscitation and Senior First Aid

Currently studying Certificate IV Training and Assessment completion date March 2016

Currently completing Australian Silver License in Swim Coaching

Working with children check – 2014 WWC 0009470E

Handling Difficult Situations Certificate – Business S.A.

Australian Standard Confined Spaces Training – Certified by Will Tech Enterprise Pty Ltd

Annual Australian Coaches Conference – Swimming Australia

Australian Lower Class National Training Camp – Swimming Australia

Referees

Craig Rowe - +61 (0)402 033 696

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Raya Giffard - +61 (0)428 861 635

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Ian Pryde - +61 (0)412 261 257

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Written references will be provided on request.

Employment History

Employer	Responsibilities and Achievements
<p style="text-align: center;">Self Employed Sydney, Australia July 2015 - Current High Performance State Age Swim Coach</p>	<p>Ability to motivate Swimmers and Volunteers. Show an appropriate level of technical knowledge. Good time management, ability to use time efficiently and effectively. Set club annual objectives and agree these with committee. Set direction for the Club specifically related to the swimmers' annual objectives. Provide a committed and professional approach to the role of Head Coach and support all swimmers to reach their full potential. Set and review squad criteria. Regularly review squad structure, squad make up, swimmers' progress and squad moves in a fair, objective and consistent manner in consultation with coaching team. Relay information to relevant members in a timely manner. Construct and apply training programmes, prepare training session plans to ensure all squads have appropriate training session plans in place. Ensure that the appropriate level of coaching is available for all training sessions. Ensure ongoing development and education of swim team. Ensure up to date on ASCTA swimming issues, attend coaching update courses etc. to maintain own level of awareness/qualification. Identify appropriate competitions for the club/swimmers to enter. Act as the voice of the coaching team to parents/club/committee. Provide coaching report in advance of committee meetings and attend committee meetings as required. Act as the Club's link to County and other swimming bodies. Comply with WHS Procedures and the Child Protection Policy. Prepare and administer all sessions, plan lessons for the students. Maintain good rapport with members, non-members and parents of the trainees. Train wide variety of swimmers from juniors to competitive state swimmers, encouraging students to gain and develop skills, advance knowledge and practise best industry techniques. Evaluated performance and provide suitable feedback, balancing criticism with positive comments and assessing strengths and weaknesses in a student's performance. Instruct facility policies, rules and regulations. Conduct fitness sessions for students making them aware and developing in them a deep knowledge and understanding of fitness, injury, and sports science. Accompanied students to interstate and national tournaments. Implemented activities that broaden skills and create cultural experiences and stimulate children's curiosity towards the sport.</p>

Employer	Responsibilities and Achievements
<p>Holsworthy – Wattle Gove Aquatic Education Centre July 2015 – March 2016</p>	<p>Motivate the Junior and Development swim team, including: performance management and recognition duties. Develop, design and implementation of Squad program policy and procedure. Mentor, supervise, induct, train and assess swim coaching staff. Audit, Plan and implement training programs to junior and development squads. Communicates with parents/clients on the status of achieved progress. Develop protocol for coaching and teaching of all swim programs. Lifeguard duties including safe pool practises and monitor all swimming activities. Acted as risk management officer ensuring OH&S protocols were followed. Ensured water quality continues to be of high standard and in accordance with the required Occupational Health and Safety Standards relevant. Administer Advanced First Aid. General safety and security of aquatic centre including promotion of OWS and safe practise procedures.</p>
<p>Fitrepublik Dubai, United Arab Emirates Swim School Contractual Manager September 2014 – May 2015</p>	<p>Manage and motivate the Learn to Swim team, including: hiring, firing performance management and recognition duties. Develop, design and implementation of Learn to Swim policy and procedure. Establish, monitor and analyse the Learn to Swim budget. Conduct administration and manage the day to day operation of the swim school. Conduct LTS team meetings within contractual period Initial evaluation of LTS programs Mentor, supervise, induct, train and assess swim coaching staff. Plan and implement training programs to junior squads. Manage and supervise all training and pool deck activities. Communicates with parents/clients on the status of achieved progress. Develop protocol for coaching and teaching of all swim programs. Develop auditing and implement program changes as part of organisation continual improvement process. Operation of a customised swim school software program. Management systems implementation.</p>
<p>YMCA Liverpool Whitlam centre/Michael Wenden Aquatic centres Duty Manager/Lifeguard June 2014 – November 2014</p>	<p>Ensured presentation of the centre is always of a high standard. Ensured water quality continues to be of high standard and in accordance with the required Occupational Health and Safety Standards relevant. Carried out backwashing and preventative maintenance activities Performed first aid at an advanced level. Provided exceptional customer service at all times. Handled customer complaints and requests immediately responding to customer needs or concerns to ensure the quality of service is high.</p>

	<p>Trained Life guards and all other staff in the customer service area to provide above mentioned levels of service.</p> <p>Acted as chief warden in an emergency situation evacuating the centre if required.</p> <p>Performed customer service, plant, cleaning and maintenance duties.</p> <p>Maintained quarterly reporting and accountability within area of supervision.</p> <p>Acted as risk management officer ensuring OH&S protocols were followed.</p> <p>Authorised to deploy/manage resources (human and physical) within budget parameters.</p> <p>Modelled appropriate behaviour for all staff and volunteers.</p>
<p>Brewer Swimming Swim School, North Ryde, Sydney NSW, Australia Assistant Manager January 2014 – August 2014</p>	<p>Undertake the management, review and updating of swim school operating procedures.</p> <p>Conduct administration and manage the day to day operation of the swim school.</p> <p>Mentor, supervise, induct, train and assess swim coaching staff.</p> <p>Planned and implemented training programs to junior squads.</p> <p>Manage and supervise all training and pool deck activities.</p> <p>Coaching and teaching of all swim programs.</p> <p>Conduct auditing and implement program changes as part of organisation continual improvement process.</p> <p>Operation of a customised swim school software program</p> <p>Management systems review and upgrade.</p>
<p>Rooty Hill Sydney Gymnastics and Aquatic Centre, NSW, Australia Swim School Junior Coach August 2013 – January 2014</p>	<p>Developed and implemented a junior squad program that produced junior level competitive swimmers.</p> <p>Pool supervision, plant and quality pool maintenance.</p> <p>Facilitated training to adult swimmers through coaching and the provision of technical performance improvement techniques and progressive programs.</p> <p>Provided leadership and support for younger and less experienced staff members.</p> <p>Monitored and liaised with pool members to ensure that all pool rules are adhered to, creating a safe and inviting environment.</p> <p>Monitored the safety and hygiene of patrons and sanitisation of the pool and pool facilities.</p>
<p>Carlisle Aquatic Rainbow Club. Sydney NSW Australia Swim Instructor June 2013 – March 2014</p>	<p>Developed and taught swimming programs to special needs children with varying needs and various aquatic abilities.</p> <p>Designed and implement individual ability records and progress reports.</p> <p>Developed structured, progressive and adaptable swim programs for each ability group with vision for individual and program improvement.</p>

<p>Adelaide Masters Swim Club Adelaide, SA, Australia Head Coach April 2011- April 2013</p>	<p>Planned, implemented, monitored and maintained lessons and programs to suit the level and ability of social and competitive swimmers. Led the club team into the 37th National Swimming Championships achieving 89 gold 19 silver 10 bronze medals. Coached the club team at the Rottness Island swim in Perth finishing 2nd in category position and 19th position overall. Mr Daniel Milne started in my classes as a non-swimmer. Under my training and mentorship, he competed in the Busselton Iron Man competition in 2013, placing 71st overall.</p>
<p>Woodside Army Barracks Adelaide, SA, Australia Aquatics Leader and Trainer July 2010 – April 2013</p>	<p>Design and implement learn to swim programs to Army personnel. Assist with watermanship, swim survivability and aquatics Military training. Undertake lifeguard and plant maintenance and operation duties. Assist physiotherapists with the delivery of hydrotherapy. Prepare the swimming pool for combat fitness classes. Monitor and police pool use to ensure that all pool rules are adhered to. Liaise with and assist all non-military sporting clubs. Maintain a pool bookings register.</p>
<p>Adelaide Hills Swimming Centre Woodside, SA, Australia Head Coach and Duty Manager Nov 2010 – March 2013</p>	<p>Instructed corrective swimming techniques. Designed and implemented the seasonal junior coaching program. Developed the trainee lifeguard program and delivered trainee lifeguard training. Delivered swim school program. Perform the role of Senior Lifeguard and Pool Operator Responsible for end of day settlements and securing the aquatic centre.</p>
<p>State Swim Seaton Adelaide, SA, Australia Assistant Manager - Program Liaison August 2008 – 2010</p>	<p>Financial accounting and management of swim program. Management of bookings, re enrolment and new client enquiries. Administrative manager for the swim program inclusive of client liaison, staff rostering and efficiency review. Operation of Links software and use of Microsoft office applications. Recruited, trained and mentored junior swim instructors.</p>
<p>Payneham Swim Club Adelaide SA, Australia Head Coach March 2005 – 2010</p>	<p>Coached six swimmers to the SA State Championships resulting in two state championships and multiple top ten results. Coached disabled swimmers at the Australia Focus camp assisting the Australian Paralympic swim coach with the establishment of a Paralympic coaching format. Coached a blind athlete to an extremely successful campaign to the United States, for the World blind games resulting in multiple medals. Conducted liaison with Swimming Australia regarding club promotion activities. Personally attending regional, state and national competitions providing mentorship and assisting swimmers with race preparation, race performance and recovery regimes and processes.</p>

<p>Water World Aquatic Centre Tea Tree Gully, SA, Australia Swim School Coordinator and Senior Lifeguard October 1997- 2008</p>	<p>Played an integral role in the design, co-ordination and management of the swim school, revitalising the program from 5 classes and 10 children to 114 classes and 1000 students. Student abilities ranged from non-swimmers to junior state competitors. Resuscitated 3 year old child successfully. Developed and implemented an aquatic safety program including a pathway for swimmers to become lifeguards and swim instructors. Ensured maintenance and monitored the safety and hygiene of patrons and the sanitisation of the pool, pool facilities and surrounding parklands.</p>
<p>Department of Education and Children Services Tea Tree Gully, SA, Australia Swimming Instructor/ Second in charge 1992 – 2005</p>	<p>Delivered swimming classes for school age students. Developed and promoted and water safety and teaching policies and procedures. Ensured awareness and enforced workplace health and safety and emergency procedures. Conducted client liaison with school teachers, parents and students in order to gain feedback, and adjust swim programs to meet the needs of all students including special needs children.</p>
<p>Royal Life Saving Society of Australia Vacation Swimming Holiday program Tea Tree Gully, SA, Australia 1989–2006 Swim Teacher-Program Manager</p>	<p>Austswim Teacher of swimming and water safety. Undertake student enrolment, allocation of teachers and students to classes, staff reporting and issuing of qualifications. Financial Management including issuing of invoices, receipting of funds and banking payments. Promotion and marketing of Vacation swimming program. Promote staff leadership, conduct staff training and undertake rostering. Undertake budget control and program payment management. Program reporting and finalisation of program award systems. Ensuring the safety of all students, instructors and location staff involved in the program.</p>