

POSITION DESCRIPTION



POSITION TITLE: Lifeguard
CLASSIFICATION: Aquatic and Leisure Services Staff
UNIT / DIVISION: Recreation/ Regulatory and Community Services

HUMAN RESOURCE MANAGER:
Signature & Date

GENERAL MANAGER:
Signature & Date

INCUMBENT:
Signature & Date
.....
Print Name

POSITION OBJECTIVES

To support the operation and management of Council's swimming pools in accordance with Council's policies, procedures, public and industry standards.

KEY RESPONSIBILITIES

- Ensure the highest quality standards are maintained relating to safety and supervision of pool patrons
- Maintain high presentation and cleanliness standards
- Respond quickly and correctly to emergencies and first aid situations as they arise
- Report emergency and first aid incidents appropriately
- Comply with established procedures for safety, training and customer complaints
- Maintain working knowledge and understanding of the pool operations & pool emergency action plan
- Provide exceptional customer service
- Opening and closing the pool
- Related administrative duties

ORGANISATIONAL RELATIONSHIPS

Reports to: Operations Team Leader

Supervises/Manages/Coordinates: Nil

Internal Liaisons: General Manager Regulatory and Community Services
Recreation Manager
Aquatic Services Coordinator
All staff

External Liaisons: User groups including schools and community groups
Members of the public

POSITION DESCRIPTION

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Act within standards, procedures and Council's operating guidelines and under general supervision
- Refer to the Manager for decisions which may have an effect on Council policy and/or daily operations
- Provision of timely information and support to internal and external stakeholders

JUDGEMENT AND DECISION MAKING

- Tasks performed will involve selection from a range of techniques, systems, equipment, methods and processes
- Personal judgement
- Guidance and advice are always available

SPECIALIST KNOWLEDGE AND SKILLS

- Knowledge of the legislative requirements of the role
- Understanding of quality control techniques
- Sound knowledge of the relevant Occupational Health and Safety procedures

MANAGEMENT SKILLS

- Basic skills in managing time, planning and organising own work to efficiently achieve specific objectives within a set timetable
- Provide on the job training and guidance to less experienced employees

INTERPERSONAL SKILLS

- Clear oral communication skills with team members, clients and members of the public for the resolution of routine and usual matters.
- Work positively within a team environment
- Discretion and confidentiality are used whilst performing assigned duties

QUALIFICATIONS AND EXPERIENCE

Mandatory

- Pool Lifeguard Certificate
- Level 2 First Aid Certificate
- Current Working with Children Check

Desirable

- Previous experience in an aquatic and leisure/ recreation services environment

Key Selection Criteria

- Relevant qualifications and experience
- Sound understanding of the Pool Safety Operating Guidelines
- Confident in responding to emergency and/or first aid incidents
- Strong communication skills with the ability to provide effective customer service