

Position Title	Pool Lifeguard
Team	Birrong, Canterbury, Max Parker, Roselands & Wran
Unit	Leisure & Aquatic Services
Department	Community Services
Supervises	Nil
Reports To	Team Leader Leisure & Aquatic Operations
Grade Range	B
Date Prepared	15/07/2019
Date Last Updated	06/10/2020

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously** improve

Primary purpose of position

Provide a safe and enjoyable experience to Aquatics clientele through effective and diligent supervision. Pool Lifeguards will do this in line with Council's Code of Conduct, Organisational Values, Aquatics Unit Customer Service Charter, Site Specific Supervision Plans, Safe Work Procedure (SWP) 15 for Pool Supervision and the Guidelines for Safe Pool Operations.

Accountabilities

- Carry out your role as a Lifeguard in line with Council's Aquatics Unit Customer Service Charter and Council's organisational Vision and Values
- Effectively Supervise customers by adhering to SWP #15 "Pool Supervision" and the Site Specific Supervision Plans for the Birrong, Canterbury, Max Parker, Roselands and Wran Leisure & Aquatic Centres and never leaving any occupied body of water unattended under any circumstance
- Adhere to the CB City Aquatics Operations, Emergency and Lifeguard Manuals and to all Safe Work and Standard Operating Procedures relevant to the Pool Lifeguard position.
- Adhere to the Guidelines for Safe Pool Operations and Practice Note 15 for Water Safety.
- Know, actively enforce and educate customers on the Royal Lifesaving "Keep Watch @ Public Pools Program" and the Aquatics Terms and Conditions of Entry.
- Assist Duty Managers where trained with the monitoring and maintenance of all filtration, re-circulation and chemical dosing equipment to ensure its ongoing operation.
- Ensure a positive customer experience through a high level of public relations, customer service, cleanliness, hygiene, safety and security within the Centres.
- Respond to emergency and first aid scenarios as required.
- Promote teamwork and communication through collaborative work practices.
- Carry out general functions in relation to customer service, kiosk and merchandise shop areas when required, including handling cash and Eftpos sales.
- Any other duties within skills, your competence and training, as requested by the Leisure and Aquatics Leadership Team, including willingness to work across all locations.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Trades / Operational		
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Intermediate
	Display Resilience	Foundational
	Act with Integrity	Intermediate
	Safety and Accountability	Intermediate
 Relationships	Communicate and Engage	Foundational
	Customer and Community Focus	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Innovate and Improve	Foundational
	Deliver Results	Foundational
 Resources	Finance	Foundational
	Assets and Tools	Intermediate
	Technology and Information	Foundational
	Procurement and Contracts	Foundational
 People Leadership	Manage and Develop People	n/a
	Inspire Direction and Purpose	n/a
	Optimise Workforce Contribution	n/a
	Lead and Manage Change	n/a

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Lead Self	Intermediate	- Understands what needs to be done and steps up to do it - Pursues own and team goals with drive and commitment - Shows awareness of own strengths and weaknesses - Asks for feedback from colleagues and stakeholders - Makes the most of opportunities to learn and apply new skills
Relationships		
Community and Customer Focus	Intermediate	- Identifies and responds quickly to customer needs - Demonstrates a thorough knowledge of services provided - Puts the customer and community at the heart of work activities - Takes responsibility for resolving customer issues and needs
Results		
Think and Solve Problems	Foundational	- Finds and checks information needed to complete own work tasks - Breaks down information and issues into component parts - Thinks through the options available and checks his/her suggested approach - Refers complex issues and problems to a manager/ supervisor
Resources		
Assets and Tools	Intermediate	- Uses a variety of work tools and resources to enhance work - Products and expands own skill set - Ensures others understand their obligations to use and maintain work tools and equipment appropriately - Contributes to the allocation of work tools and resources to optimise team outcomes

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of "focus" capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Royal Life Saving Pool Lifeguard Certificate (upon commencement of employment, all lifeguards are expected to gain licence for each facility that they work at)
- Apply First Aid Certificate
- Current working with Children Check (WWCC)

Essential Experience

- Experience in a Customer Service related role.
- The ability to identify, address and respond to safety hazards.
- Experience working within a team environment.
- The ability to follow instructions and procedures.
- Willingness to work across a 7 day roster.
- The ability to swim 200m continuously within 6 minutes as per the Guidelines for Safe Pool Operations.

Essential Lifeguard Health & Fitness

- Lifeguards at CB City are required to demonstrate their fitness for duty on an annual basis in line with the Royal Life Saving Health and Fitness requirements outlined in SV11 Pool Lifeguard Health Assessments section of the Guidelines for Safe Pool Operations
- Lifeguards will also be required to complete a swim test twice annually, assessed by an authorised Aquatics Leader as outlined in SV11 Pool Lifeguard Health Assessments section of the Guidelines for Safe Pool Operations. Lifeguards will be required to swim 200m continuously in 6 minutes or under.

Desirable Qualifications and or Experience

- Statement of Attainment in Pool Operations or equivalent
- Class C Driver's Licence
- Ability to implement crowd management techniques
- Ability to identify essential ongoing asset and equipment maintenance tasks
- Cash handling experience

Position Description Acknowledgment

I, _____ have read and understand this Position Description and agree to abide by it at all times.

Signature: _____

Date: _____

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☒	☐
Does this position require incumbent to undergo criminal reference check?	☐	☒
Does this position require incumbent to demonstrate good driving record or possess a specific licence?	☒	☐
Specify Licence: Class C Drivers License		
Will incumbent need to make disclosure of pecuniary interest?	☒	☐
Could there be a conflict of interest with secondary employment?	☒	☐