

# POSITION DESCRIPTION

## Pool Lifeguard

|                                     |   |  |
|-------------------------------------|---|--|
|                                     |   |  |
| <b>Position number</b>              | REC008  |  |
| <b>Directorate</b>                  | Community Strengthening   |  |
| <b>Service unit</b>                 | Community Recreation & Leisure  |  |
| <b>Classification</b>               | Band 3 (Moorabool Shire Council Enterprise Agreement No 10, 2023)   |  |
| <b>Organisational relationships</b> | Reports to  | Community Recreation and Leisure Team Leader   |
|                                     | Directly supervises   | Nil  |
|                                     | Internal relationships  | <i>Other Pool Lifeguards, Pool Duty Supervisor and Moorabool Shire Council Staff</i>           |
|                                     | External relationships  | <i>Supplies, contractors, emergency services, schools, community groups and general public</i> |
| <b>Probation period</b>             | 6 months (applies to all new employees)   |  |
| <b>Approved by (position title)</b> | General Manager Community Strengthening   |  |
| <b>Date</b>                         | July 2024   |  |
| <b>Position purpose</b>             | This role services the Bacchus Marsh and Ballan Outdoor Pools and is responsible for facility supervision when on duty. It will be achieved by through effective and efficient provision of quality supervision and service |  |

## Key responsibilities and duties

### Supervision & Safety

- Providing supervision of all aquatic and surrounding areas to ensure the safety of all patrons visiting the centre inline with the Lifesaving Victoria Pool Operators Guidelines.
- Enforcing the Watch Around Water Policy.
- Ensuring correct storage of equipment and accessibility of all exits.
- Adminstrating first aid/emergency/resuscitation procedures as required.

- Attending staff training sessions.
- Ensuring any issues that arise are dealt with in accordance with Council's policies and procedures.
- Developing positive and strong relationships with patrons and respond to general enquiries from the public regarding use of the facility.
- Assisting with the development of a positive culture to ensure customer retention.
- Adhering to deployment plan and assisting in supervision of all programs and services.

## Operations

- Assisting in the maintenance of pool hygiene and water quality in accordance with the Health Regulations
- Undertaking reception duties and responding to enquiries from the public in an informative and courteous manner.
- Undertaking cleaning duties as requested by the Community Recreation and Leisure Team Leader and/or Pool Duty Supervisor.
- Ensuring a clean, safe and healthy aquatic environment for patrons to enjoy.
- Assisting with the operation of all plant and equipment so that facilities are in adequate working order.
- Assisting Pool Duty Supervisor with serving customers, involving cash handling.

## Child Safe Standards

Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued, and encouraged to reach their full potential.

Moorabool Shire Council's policies and procedures support the requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs, and the safety of children is promoted, and allegations of child abuse are properly and promptly responded to.

## Disability Access and Inclusion

Council is committed to its Disability Access and Inclusion Plan. We will demonstrate leadership to the local community as we support local employment opportunities for people with a disability and will provide reasonable adjustments within the workplace to support new and existing staff.

## General and Organisational responsibilities

- Comply with Council policies and procedures.
- Promote excellence in customer service and in conjunction with your Manager or people leader, identify, review, and implement strategies to improve service quality and efficiency.
- Participate as directed in training and education to maintain compliance and an up to date knowledge.
- Contribute to emergency management planning and activities as they arise as well as undertake relevant training. During an emergency an employee may be required to complete alternative work.
- Work in ways that promote the health and safety of all employees.
- Immediately report all incidents and/or near misses through Councils Incident Management System (CAMMS).
- Contribute to an organisation that is free of Sexual Harassment.
- Role model a work environment free of discrimination, harassment, bullying, victimisation, or vilification.
- Work in ways that support taking positive action towards achieving gender equality in the workplace and working towards delivering agreed commitments under our Gender Equality Action Plan.
- Contribute to prevention of fraud and corruption by being fair and accountable through enhanced transparency by disclosure of gifts; declaring conflicts of interests; prevention of unauthorised access and disclosure of information and appropriate pre-employment checks of staff.

- Staff who fail to disclose any pre-existing injuries, illnesses or diseases or the making of a false or misleading disclosure, will disentitle compensation under the Workplace Injury Rehabilitation and Compensation Act 2013 (WIRC) for the staff member and their dependents should they suffer any recurrence, aggravation, acceleration, exacerbation or deterioration of the pre-existing injury or disease arising out of or in the course of or due to the nature of employment with Moorabool Shire Council.
- Understand and apply organisational risk management principles to your daily work.
- Other tasks and duties the employee has the skill, knowledge, and physical capability to complete as requested by the supervisor.

**This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.**

## Moorabool capabilities

The Moorabool Capabilities define the core skills and abilities required of all positions at Moorabool to achieve our Council vision and objectives, develop a competent and high performing workforce, and deliver excellent outcomes for our community.

The Moorabool Capabilities are applicable to each employee and their role, recognising that how frequently each capability is used may vary from position to position.

|              |  |                         |
|--------------|--|-------------------------|
| Always       | Rely on this capability for effective delivery of position duties and objectives | 60% of the time or more |
| Often        | Used often but not as consistently to achieve position duties                    | 30% - 60% of time       |
| Occasionally | Occasional use only, not as regularly for the achievement of position duties     | 30% or less of the time |

|                       |  |  |                       |
|-----------------------|--|--|-----------------------|
| Self-Management       | Demonstrates personal growth and resilience, supporting a positive emotional climate                 | <ul style="list-style-type: none"> <li>•Personal impact</li> <li>•Emotional intelligence</li> <li>•Growth &amp; Resilience</li> <li>•Integrity</li> </ul>        | Always<br>(all roles) |
| Communication         | Engages others, forming strong relationships, communicating with clarity, vision, purpose and impact | <ul style="list-style-type: none"> <li>•Effective &amp; Audience Specific</li> <li>•Relationship Management</li> <li>•Negotiation</li> <li>•Influence</li> </ul> | Always                |
| Action & Achievement  | Drives outcomes with purpose, ambition, accountability, and action                                   | <ul style="list-style-type: none"> <li>•Accountability</li> <li>•Decision making</li> <li>•Planning &amp; Prioritisation</li> <li>•Time Management</li> </ul>    | Always                |
| Community & Inclusion | Collaborates across Council, open and accepting of differences, creating community value             | <ul style="list-style-type: none"> <li>•Collaboration</li> <li>•Diversity &amp; Inclusion</li> <li>•Customers &amp; Community Engagement</li> </ul>              | Always                |

|                                |   |   |                     |
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| <b>Innovation &amp; Change</b> | Engaged and supportive of change, with the courage to persevere through uncertainty                                       | <ul style="list-style-type: none"> <li>•Continuous Improvement</li> <li>•Manage ambiguity</li> <li>•Change Management</li> </ul>                                | <b>Always</b>       |
| <b>Business Performance</b>    | Delivers outcomes with commercial and organisational nous   | <ul style="list-style-type: none"> <li>•Financial Management</li> <li>•Risk Management</li> <li>•Data &amp; Analytical Literacy</li> <li>•Technology</li> </ul> | <b>Always</b>       |
| <b>Strategic Mindset</b>       | Sees ahead to future possibilities and thinks through challenges and obstacles to achieve outcomes                        | <ul style="list-style-type: none"> <li>•Political Nous</li> <li>•Critical Thinking</li> <li>•Problem Solving</li> <li>•Direction &amp; Purpose</li> </ul>       | <b>Always</b>       |
| <b>Leadership</b>              | People orientated, embracing individual motivations and talents, developing team outcomes through demonstrated behaviours | <ul style="list-style-type: none"> <li>•Humanistic</li> <li>•Future focused</li> <li>•Coaching &amp; Development</li> <li>•Inspirational</li> </ul>             | <b>Occasionally</b> |

## Classification definitions

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| <b>Accountability and extent of authority</b> | <ul style="list-style-type: none"> <li>• The incumbent is directly accountable to the Community Recreation and Leisure Team Leader for ensuring the safety and orderly behaviour of patrons using the aquatic facilities, for maintaining all facilities in a hygienic, safe and presentable condition and for performing accurate swimming pool evaluations as required. The Pool Lifeguard also reports to the Pool Duty Supervisor for day to day shift responsibilities.</li> <li>• The role makes judgements on safety hazards and emergencies. Guidance and advice is always available</li> <li>• Work is performed within specific guidelines and under general supervision.</li> <li>• The freedom to act is limited by standards, procedures, the content of the position description and the nature of the work assigned to the position from time to time.</li> <li>• This position has the authority to enforce the facility's conditions of use regarding the safety and orderly behaviour of patrons.</li> </ul> |
| <b>Judgement and decision making</b>          | <ul style="list-style-type: none"> <li>• The role is clearly defined with procedures that must be well understood and clearly documented.</li> <li>• The incumbent is required to understand and apply regulations, policies, guidelines and local laws relating to operation of the facility.</li> <li>• Guidance and advice is always available.</li> <li>• The incumbent is required to identify problems and issues and refer them onto the appropriate team member.</li> </ul>  |

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| <p><b>Specialist skills and knowledge</b></p> | <ul style="list-style-type: none"> <li>• Demonstrated experience working in a lifeguard/swimming instructor role at an aquatic facility is preferred.</li> <li>• Sound knowledge of First Aid and rescue techniques.</li> <li>• Excellent communication skills including sound negotiating and conflict resolution skills.</li> <li>• Swimming skills enabling the ability to perform a water rescue.</li> <li>• Knowledge of and ability to apply emergency first aid techniques, including CPR resuscitation.</li> <li>• Physical fitness.</li> <li>• Proficiency and knowledge of the facilities emergency procedures.</li> <li>• Proficiency, knowledge and understanding of swimming pool chemicals and maintenance equipment.</li> <li>• Manual handling skills for the purpose of carrying out a range of cleaning duties.</li> <li>• Commitment to service ethic and personal service excellence.</li> <li>• Commitment to ongoing training and development.</li> <li>• Pool Lifeguards will be required to abide by relevant Life Saving Victoria guidelines in line with Council's policies and procedures.</li> </ul> |
| <p><b>Management skills</b></p>               | <ul style="list-style-type: none"> <li>• An excellent understanding of the Guidelines of Safe Pool Operations.</li> <li>• Supervision of the general public and enforcing terms and conditions of the facility.</li> <li>• Basic skills in managing time and planning and organising one's own work so as to achieve specific and set objectives in the most efficient way within resources available and within a set timetable.</li> <li>• Ability to assist other employees by providing guidance, advice and training on routine technical, procedural or administrative/professional matters</li> </ul>   |
| <p><b>Interpersonal skills</b></p>            | <ul style="list-style-type: none"> <li>• Ability to follow instructions and guidelines.</li> <li>• Ability to gain the cooperation of patrons in the administration of safety and crowd control requirements.</li> <li>• Ability to relate to the patrons in a friendly, helpful manner.</li> <li>• Written communication skills for the purpose of completing routine work forms.</li> <li>• Ability to work as part of a team.</li> <li>• Demonstrated oral skills to enable positive discussions with clients, patrons, other employees and members of the public and in the resolution of minor problems.</li> </ul>   |

## Qualifications, skills and experience

### Qualifications

- Current Pool Lifeguard Award, including CPR

- Certificate Level II in First Aid
- Current Working with Children Check (employment type).

## Skills and experience

- Demonstrated experience in an aquatic and leisure/recreation services environment. (Desirable)
- Proven experience has a Pool Lifeguard (Desirable)
- Demonstrated understanding of Guidelines to Safe Pool Operations
- Ability to work independently and in a team environment.
- Ability to provide effective customer service.
- Reliable and flexible work ethic.
- Experience with cash handling is desirable.

## Licences and registrations

- A current “employment” type Working with Children Check is an inherent requirement of this role (required for the role)

## Physical and psychological requirements

| Condition/Activity                           | Constant | Frequent | Occasional | N/A |
|--|----------|----------|------------|-----|
| Manual handling weights - above 10 kg        |          |          | ✓          |     |
| Manual handling – above 5 kg below 10 kg     |          |          | ✓          |     |
| Working with arms above head                 |          |          | ✓          |     |
| Manual handling – lifting above shoulder     |          |          | ✓          |     |
| Repetitive bending/twisting                  |          |          | ✓          |     |
| Using vibrating / powered hand tools         |          |          | ✓          |     |
| Close inspection work                        |          |          | ✓          |     |
| Working in dusty / slippery / wet conditions |          |          | ✓          |     |
| Wearing safety shoes/boots (steel cap)       |          |          | ✓          |     |
| Wearing hearing / eye protection             |          |          | ✓          |     |
| Using chemicals                              |          | ✓        |            |     |
| Repetitive hand washing / cleaning           |          | ✓        |            |     |
| Working at heights                           |          |          | ✓          |     |
| Working in confined spaces                   |          |          | ✓          |     |
| Working in heat (over 35 C)                  |          | ✓        |            |     |
| Working in cold (under 5 C)                  |          |          |            | ✓   |
| Driving vehicles                             |          |          |            | ✓   |
| Operating plant                              |          |          |            | ✓   |

|   |   |   |   |   |
|---|---|---|---|---|
| Using a keyboard  |   |   | ✓ |   |
| Writing by hand   |   | ✓ |   |   |
| Transcribing from hard copy   |   |   |   | ✓ |
| Audio transcription   |   |   |   | ✓ |
| Handling difficult customers onsite   |   | ✓ |   |   |
| Handling difficult customers offsite  |   |   | ✓ |   |
| Making decisions that impact on other employees<br>(disciplinary / restructure / investigation) |   |   |   | ✓ |
| Other Standing for extended periods of time   | ✓ |   |   |   |

## Employee acceptance

I understand and accept the contents of this position description and acknowledge that I will act in the best interest of Council in carrying out my role and I will comply with the staff code of conduct at all times.

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| <b>Employee Acceptance:</b><br><i>(name and signature)</i> |  |
| <b>Date:</b>   |  |

**PLEASE NOTE:**

Personal, Health and gender Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.