

Role Description

Pool Lifeguard



Title	Pool Lifeguard
Classification/Grade/Band	Band 1 level 2
Group/Unit/Section	Community and Recreation Services / Leisure, Recreation and Community Facilities / Leisure and Pools / Aquatic Operations
Reports to	Crew Leader Aquatic Operations

Vision

A vibrant organisation doing great things.

Purpose

To provide valuable services that strengthen and support the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Be Safe, Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Pool Lifeguard is to assist with the supervision and control of a safe and enjoyable environment at Council's Leisure and Aquatic Centres in accordance with Council's policies, the requirements of the public and industry standards.

The position of Pool Lifeguard is required to provide quality customer service and create value for the community.

Key Duties and Responsibilities

- Ensure the public safety at all times through active supervision of the swimming environment;



- Monitor pool water quality under direction of crew leader and shift supervisor as directed to ensure water quality is maintained to industry regulations;
- Assist with event and program set up, delivery and pack up to enable a positive customer experience;
- Maintain excellent and ongoing customer focus within the business, to ensure a positive experience for all users;
- Explain the features and benefits of the centre programs and membership to prospective new customers;
- Provide emergency response and first aid as required;
- Maintaining effective relationships with users of the facility and communicate effectively with other staff members and the public;
- Follow safe work practices and take reasonable care of own and others health and safety;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- The Pool Lifeguard works within detailed written or oral instructions or under supervision;
- Decisions affect the work and activities of others within the work group or team;
- The work of the Pool Lifeguard influences the external environment by ensuring services are consistent with Council standards;
- The Pool Lifeguard is accountable for own work performance. Liability generally lies with the supervisor or Council as the employer;



- Has little or no responsibility for budget development;
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

Personal Attributes

- Be adaptable, flexible and focused when dealing with change;
- Represent Council honestly, ethically, professionally and lead by example;
- Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
- Be responsive to the input of others and works to understand their perspectives.

Interpersonal Skills

- Listen to others and asks appropriate, respectful questions and adapts behaviour accordingly;
- Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customers' needs;
- Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
- Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/ or withdraw from a conflict situation.

Business Enablers and Technical Skills

- Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
- Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;
- Identify issues that may impact on task completion and provides appropriate solutions;
- Understand delegations and act within authority levels;



- Exercise fiscally responsible behaviour and remain up to date with financial delegation processes;
- Support system improvement initiatives and embrace new technologies.

Team Work

- Recognise and acknowledge individual/ team performance;
- Monitor and use resources responsibly to achieve team objectives;
- Accommodate changing priorities and respond flexibly to uncertainty and ambiguity.

QUALIFICATIONS

Essential

- Current Royal Life Saving Society Australia pool lifeguard qualification;
- Current Provide First Aid qualification (HLTAID011);
- Working with Children Check Clearance Number of Application Number as per Child Protection (Working with Children) Regulation 2013 and Date of Birth for the purpose of verification.

EXPERIENCE

- Demonstrated experience working in an aquatic or leisure environment providing aquatic safety;
- Demonstrated ability to participate and actively contribute in a team environment to achieve organisational goals and outcomes;
- Strong customer service ethos and a demonstrated customer-centric approach to service provision;
- Demonstrated ability to communicate effectively with other staff and members of the public both verbal and in writing;
- Demonstrated ability to embrace change and commitment to work across multiple work locations and across the spread of hours 4am – 10pm Monday to Sunday.



Key Relationships

Internal	External
Section Managers/Team Leaders	Members of the Public/residents/ratepayers
Other Council employees (not including direct reports)	Community Organisations – service clubs etc.
	State and Federal Government Agencies
	Local Business

