

POSITION DESCRIPTION

Our Values



Position title:	Pool Lifeguard
Position code:	Multiple
Section:	Partnerships, Planning & Engagement
Position reports to:	Lifeguard Supervisor
Band and level:	Band 1 Level 3
Staff management:	No
Budget responsibility:	No

Primary function of the role:

Lifeguards are a key member of the professional staff at the Goonellabah Sports and Aquatic Centre and Lismore Memorial Baths. This position directly supports the Lifeguard Supervisor and Duty Managers through the provision of various services including lifeguard duties.

This position requires knowledge in the areas of general aquatics programming and customer service. It requires the performance of a range of duties associated with the usage and maintenance of aquatic facilities, so as to ensure the safety and orderly behaviour of patrons, and the clean, hygienic and safe condition of all facilities.

The position reports to the GSAC/LMB Operations Lifeguard Supervisor and Duty Managers while on duty. GSAC and LMB are part of the Liveable Active Communities section of the People, Partnership and Engagement, Directorate of Council.

Person Description

The right person for this role will:

- Be open minded in sharing information and knowledge freely
- Be flexible and agile to work across different locations
- Have a drive for improvement
- Have personal integrity and take responsibility
- Have a genuine customer service focus
- Have the ability to prioritise and schedule work and meet deadlines
- Have excellent time management and organisational skills
- They will embody Council's values.

The Pool Lifeguard:

- Has the skills, capability and willingness to be observant and aware whilst on duty.
- Is self-motivated and proactive.

- Engages and consults by means of well-developed oral and written communication skills, with the capability to influence, listen to others, put forward ideas and encourage the views of others.

Key responsibilities and performance goals:

	Responsibilities	Accountability
Work Health and Safety	Manage and monitor work health and safety responsibilities, ensure compliance with the legislation and regulations that govern the operations within the Program area and assist others in the team to implement the relevant policies, procedures and processes.	<ul style="list-style-type: none"> An engaged workforce fostering a culture of safety and behaviour based on safety principles. Comply with all WHS requirements as per Council policies, plans and regulatory requirements
Best Practice	Contributes to the team to achieve excellence.	<ul style="list-style-type: none"> Supervision of patrons to ensure their wellbeing and compliance with safety requirements Undertake water rescues and administer first aid/resuscitation where required Ensure the facility is clean, well-presented and maintained at all times To assist with the smooth operation of the facilities, undertake other duties as directed that are reasonably within the limits of the employee's skills, competence and training.
Customer driven service delivery	Build and maintain relationships with key stakeholders and customers (internal and external) related to program service delivery.	<ul style="list-style-type: none"> Provide a high level of customer service to manage the expectations of internal and external customers. Provide guidance, advice and coordinate requests for further information. Drive a customer service approach in all internal and external interactions. Ensure relevant matters are escalated appropriately.
People	Employee:	<ul style="list-style-type: none"> Demonstrate accountable, affiliative and constructive behaviours in all interactions Foster an engaged and empowered workforce. Embrace continuous improvement principles to improve delivery of services to Council customers. Commitment to fostering and participating in a positive team environment. Be flexible and adaptable to the changing needs of the team. Participate and contribute. Be available to take on other roles as required (e.g. in leave periods).

Entry Level Qualifications:

Skills and Experience

Qualifications, certificates and licences

- First Aid certificate
- Royal Life Pool Lifeguard certificate (desirable)
- Royal Life Pool Bronze Medallion (desirable)
- Working with Children Check
- Driver's Licence

Experience, skills and knowledge

- Relevant Aquatic industry experience.
- Knowledge of Aquatic Industry standards including Royal Life Saving Society Guidelines for Safe Pool Operations, NSW Department of Health Regulations and NSW Government Practice Note 15 for Public Swimming Pool Operations.
- Understanding of relevant Work, Health and Safety matters.

STEP 1

- Appropriately engage with pool patrons, providing a high standard of customer service.
- Ensure accurate documentation of pool water quality tests, accidents and incidents. Report test variances to Lifeguard Supervisor or Duty Manager.
- Undertake cleaning duties to ensure the facility is clean and well-presented.
- Comply with all WHS policies and procedures and proactively report on or resolve potential hazards.

Refer to Performance Indicators below for performance steps.

90% of standards in frequent/always column required to achieve performance step.

STEP 2

- Demonstrate appropriate lifeguard behaviours – constant vigilance, appropriate body language, not sitting down or eating on duty, set up and pack down of equipment as required.
- Conduct reception and kiosk duties, particularly at LMB as required.
- Welcome and work cooperatively with new lifeguards, assisting in their induction as required.
- Complete incident reports immediately following the incident.

STEP 3

- Maintain pool storeroom and ensure it always remains clean and tidy.
- Work cohesively within the lifeguard team and assist others in perform their duties to the required standard.
- Attend lifeguard training updates and assist the Lifeguard supervisor in the delivery.
- Provide exceptional customer service and address issues in the absence of the Duty manager.
- Actively contribute to the lifeguard team and work towards

STEP 4

- Consistent and ongoing demonstration of outstanding behaviours that go beyond the basic requirements of the position.