



# LIFEGUARD - POOL

## POSITION PROFILE

Division	Shire Services	Status	
Unit	Sutherland Shire Leisure Centres	Salary Grade	Grade 2
Reports to	Duty Officer, Senior Duty Officer, Specialist Aquatics Operations, Operations Team Leader	Date Reviewed	February 2021

## STRATEGIC INTENT

Promote and ensure public safety within the Sutherland Leisure Centres Business Unit.

## POSITION PURPOSE

- Ensure the safety and well-being of all customers utilising the Sutherland Shire Leisure Centre's Aquatic facilities.
  - Respond to emergency situations.
  - Ensure all designated duties are fulfilled within the appropriate time frame.
  - Ensure equipment is set up and packed away for the relevant activities.
  - Supervise staff and shifts when required.
  - Ensure all requirements of the position are carried out as required by the Specialist Aquatics Operations, Senior Duty Officer or Duty Officer.
- 
- To respond directly and enthusiastically to customer suggestions.

## POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
Pool Lifeguard standards are maintained in compliance with Sutherland Leisure Centres procedures and RLSS guidelines.	<ul style="list-style-type: none"><li>▪ Follow and comply with all Sutherland Leisure Centres operating procedures.</li><li>▪ Follow and comply with all Sutherland Leisure Centres emergency procedures.</li><li>▪ Comply with RLSS GSPO.</li><li>▪ Maintain safety to the public and co-workers.</li></ul>
Customer service standards maintained.	<ul style="list-style-type: none"><li>▪ Follow and comply with Councils and Sutherland Leisure Centres customer service policies and procedures.</li><li>▪ Deliver excellent customer service.</li></ul>
Maintenance of hygiene and cleaning requirements.	<ul style="list-style-type: none"><li>▪ Schedules, checklists and recording completed to maintain standards.</li></ul>
Maintenance of plant and pool water quality.	<ul style="list-style-type: none"><li>▪ Schedules, plant log and recording completed to comply with NSW Health guidelines.</li></ul>

## SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"><li>▪ Senior First Aid Certificate.</li><li>▪ Pool Lifeguard Licence (RLSS).</li></ul>
	Desirable	<ul style="list-style-type: none"><li>▪ Pool Operators Certificate or equivalent.</li><li>▪ Drivers licence.</li></ul>
	Essential	<ul style="list-style-type: none"><li>▪ Experience supervising small teams, as well as diverse groups of people of all ages, ethnic origins and abilities.</li><li>▪ Effective oral and written communication skills.</li><li>▪ Cleaning and maintenance of hygienic conditions.</li><li>▪ Minor maintenance of buildings and grounds.</li><li>▪ Experience in management and treatment of injuries.</li></ul>
	Desirable	<ul style="list-style-type: none"><li>▪ Cash handling experience.</li><li>▪ Knowledge of NSW Health Standards for public swimming pools and spas.</li><li>▪ Experience dealing with contractors and ensuring work is carried out satisfactorily.</li><li>▪ Previous experience working within a customer service industry.</li></ul>

## CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"><li>▪ <b>Decision making:</b> Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them.</li><li>▪ <b>Goals oriented:</b> Works to achieve self-set goals, taking on challenging tasks when necessary in order to achieve them.</li><li>▪ <b>Critical thinking:</b> Ability to make decisions, examine work activities and work under pressure.</li><li>▪ <b>Communication skills:</b> A high degree of motivation and communication skill together with the ability to supervise small teams and direct staff.</li><li>▪ <b>People skills:</b> Have a positive attitude at all times, support and foster good public relations.</li><li>▪ <b>Team focussed:</b> Are able to work as a team member and liaise effectively with staff at all levels within a work environment.</li><li>▪ <b>Personal attributes:</b> Highly motivated, reliable, trustworthy and enthusiastic. Present well at all times.</li></ul>
------------	---

## OUR VALUES

Behaviours	<ul style="list-style-type: none"><li>▪ <b>Collaborate</b> - be open and welcoming, genuinely connect to others, include others, work together as one</li><li>▪ <b>Achieve</b> - be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day</li><li>▪ <b>Respect</b> – be honest and trustworthy, do what you say you will put yourself in the other person's shoes, listen to what's important to others</li><li>▪ <b>Evolve</b> – stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker</li></ul>
------------	--

## CORPORATE OBLIGATIONS

Employees	No direct reports.
Delegations	No delegations.
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	No financial responsibilities.
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it.
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behavior Guidelines.
Records Management	Comply with Council's Records and Information Management Policy.
Continuous Improvement	Work with Managers and Supervisors to improve practices and recommend changes where appropriate.
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery.
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures.

## SPECIFIC CONDITIONS OF EMPLOYMENT

- Maintain all essential qualifications.
- Attend relevant training sessions and staff meetings.
- Uphold the Sutherland Shire Council values.
- Available to work across a 7 day roster including weekends.
- Available and willing to work across Sutherland Leisure Centre, Caringbah Leisure Centre, Engadine Leisure Centre and Como Pool locations.
- Sufficient fitness must be maintained in order to work in this position.