

AQUATIC TEAM LEADER

POSITION ID	TBC
CLASSIFICATION & TENURE	Band 5 Seasonal Fixed Term, Part time
DIRECTORATE	Community and Corporate
DEPARTMENT	Community and Economy
LOCATION	Pools across the shire
REPORTS TO	Aquatics Officer
DIRECT REPORTS	Rostered Aquatic Team

OUR VALUES



POSITION PURPOSE

This role is responsible for ensuring the Aquatic Facilities are maintained in good working order during the season and undertaking a range of administrative and customer focussed activities that ensure patrons who access Aquatic services have a positive and safe experience either as an individual, group or through broader programmes.

KEY RESPONSIBILITIES AND DUTIES

OH&S, FIRST AID AND POOL OPERATIONS

- Ensure all activities are undertaken in line with all safe operating procedures, water safety standard/s such as the Royal Life Saving Society Australia (RLSSA) guidelines, general internal policies and procedures, and any other external Standard as identified or that may apply at any time.
- Oversee the rostered Aquatic team members so that they understand their role and can fulfill their duties effectively and efficiently. Escalate to Aquatics Officer for performance management issues of staff.

CENTRE OPERATIONS

- Oversee a range of day-to-day activities that ensure the Aquatic Facilities (including change rooms, Kiosks and grounds) are maintained to standard and are presented in a clean and safe manner.
- Oversee the day-to-day operation of the Aquatic facilities throughout the season. This includes Risk Assessments, water testing, chemical supply, schedules of works and liaising with contractors to undertake work as required.
- Work collaboratively with other departments when required for the good order and running of Aquatic services and the broader organisation outcomes. This includes attending meetings or being part of working groups when required or requested.
- This position may be required to fill any pool roster vacancies (at all Aquatics Team levels) if required.

OTHER

- Promote the Council as a customer focused organisation and advance the public image of the Council at all times.
- Model Council values and be an integral member of the Community safety team including participating in team projects, process mapping and review, and proactively responding to customer requests.
- Other duties / tasks as may be required by the Supervisor to achieve work plan or program outputs.

ORGANISATIONAL RESPONSIBILITIES

Policies, Legislation, Behaviours & Values	<ul style="list-style-type: none"> • Comply with all Council policies, procedures, and goals, including the Code of Conduct and Council’s adopted values; and the regulatory and legislative requirements relevant to the department. • Demonstrate behaviours of the highest integrity, free from bullying, harassment and discrimination.
A Safe and Healthy Workplace	<ul style="list-style-type: none"> • Embrace Council’s commitment to providing a safe and healthy working environment by performing duties in accordance with the Occupational Health & Safety Act 2004, OHS Regulations 2017, codes or practice, policies and procedures. • Ensure that due care and diligence is undertaken at all times and that actions do not create a risk to self and others • Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
Child Safe Standards	<ul style="list-style-type: none"> • Hepburn Shire Council is committed to creating a child safe organisation where children and young people are respected, valued and encouraged to reach their full potential.

	<ul style="list-style-type: none"> Hepburn Shire Council’s policies and procedures support the implementation of requirements under the <i>Child Wellbeing and Safety Act 2005</i> and the <i>Child Safe Standards</i>. All staff must actively contribute to a child safe and child friendly environment and are committed to continuously update their knowledge to ensure they fulfil their obligations in relation to Child Safe Standards. Council will provide access to continuous learning opportunities and develop relevant services and programs to adopt Child Safe practices.
Confidentiality	<ul style="list-style-type: none"> Maintain confidentiality in respect of all dealings of a sensitive or confidential nature. Ensure Council records are maintained in the approved record management system in an accurate and timely manner.
Customer Experience	<ul style="list-style-type: none"> Promote excellence in the customer experience and in conjunction with your manager or people leader, identify, review and implement strategies to improve customer experience quality and efficiency.
Emergency Management	<ul style="list-style-type: none"> Contribute to emergency management planning and activities as they arise as well as undertake relevant training. During a CEO identified emergency an employee may be required to complete alternative work including administration, logistics and specialist support.
Corporate Training	<ul style="list-style-type: none"> Participate as directed in training and education to maintain compliance and up-to-date knowledge.
General	<ul style="list-style-type: none"> Responsibilities and duties included in this Position Description are subject to the multi-skilling provisions of the relevant Award and/or the Hepburn Shire Council Enterprise Agreement. Other duties undertaken are within the scope of the employee’s skills, competence, and training, relevant to the position band, as requested by the people leader.

CLASSIFICATION DEFINITIONS

Accountability & Extent of Authority	<p>This position is accountable for:</p> <ul style="list-style-type: none"> Ensuring the safety of patrons using the aquatic facilities and for maintaining the facility in a hygienic, safe and presentable condition as directed by the Senior Lifeguard and/or Aquatics Officer. The implementation and promotion of Council’s People & Culture and Occupational Health and Safety policies and ensuring appropriate workplace practices are Always adhered to and observed. Timely and accurate performance of the prescribed duties in accordance with the policies and procedures of Council.
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This position has authority to:

- Operate under the direction of the Senior Lifeguard and/or Aquatics Officer within established guidelines, procedures, policies, industrial agreements and legislative requirements.
- Authority to promote and provide explanation on facility rules and regulations, procedures and practices regarding the safety and behavioural expectations of patrons.

<p>Judgement & Decision Making</p>	<ul style="list-style-type: none"> • Requires understanding of the relevant regulations, policies, guidelines and legislation and applying these as applicable to the operation of the aquatic facilities. • Some problem-solving ability is required for minor problems and/or issues however problems and/or issues should be referred to the Senior Lifeguard and/or Aquatics Officer for action. • Guidance and advice is always available within required timeframe.
<p>Specialist Skills & Knowledge</p>	<ul style="list-style-type: none"> • Demonstrated experience working as a lifeguard or similar capacity at an aquatic facility. • Intermediate swimming skills with the ability to perform a water rescue if needed. • Knowledge and application of First Aid techniques, including CPR resuscitation. • Knowledge and understanding of the Royal Life Saving Society Australia (RLSSA) guidelines in line with Council policies and procedures. • Knowledge of swimming pool chemicals and maintenance equipment.
<p>Management Skills</p>	<ul style="list-style-type: none"> • The employee must have a basic knowledge of personnel practices • Skills in managing time and planning and organising one's own work. • Ability to supervise and support other staff members where necessary to ensure the smooth operation of the facility.
<p>Interpersonal Skills</p>	<ul style="list-style-type: none"> • Well-developed verbal and written communication skills • Ability to gain co-operation and assistance from general public and other employees. • Able to provide leadership to staff and work well in a team environment. • Ability to provide assistance and direction to achieve customer satisfaction including the resolution of minor problems as required. • Able to work well in a team environment. • Ability to deal with complaints and general conflict situations in a calm and professional manner.

Qualifications & Experience

- Pool Lifeguard certification (including CPR qualification)
- Level 2 First Aid certificate
- General staff supervision and cash handling
- Demonstrated experience in an aquatic and leisure/recreation services environment.

SELECTION CRITERIA

Selection will be based on the following Selection Criteria however, reference will also be made to other listed skills, knowledge, and attributes as required in the Position Description

Essential

- Current Royal Life Saving Society Pool Lifeguard accreditation (including CPR).
- Level 2 First Aid
- Ability to provide effective customer service and respond to general enquiries from the community in a positive and professional manner.
- Demonstrated experience in a position that requires high attention to safety principles and practice for self and others
- Demonstrated ability to plan and manage own time and work outcomes successfully with minimal supervision.
- Previous experience working in a similar role including leading and supervising staff, carrying out daily operational duties as a lifeguard in an aquatic facility or similar recreational facility; for example, supervision of patrons, cleaning and pool maintenance and public entry processes.
- Well-developed communication and administration skills including accounts and budgets.
- Ability to assess situations and manage appropriately.
- Positive work ethic and flexibility to work as part of a team or independently.
- Ability to demonstrate and display the Hepburn Shire Council values - accountability, respect, excellence, trust and fun.

OTHER REQUIREMENTS

- Maintain a satisfactory National Criminal History Check.
- A current Australian Drivers Licence
- Working with Children Check

APPROVAL

Approved by (Department)	
Reviewed by (P&C)	
Date	
Employee Acceptance	Your signature indicates your understanding, agreement and approval of the position description. This position description is current at the date of issue and subject to the review at least annually, in consultation with the employee.
Name	
Signature	
Date	

PHYSICAL AND PSYCHOLOGICAL REQUIREMENTS

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling - above 5 kg below 10 kg	✓			
Manual handling - above 10 kg		✓		
Manual handling – lifting above shoulder	✓			
Working with arms above head		✓		
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 (disciplinary / restructure / investigation)				✓
Other _____				