

## COMMUNITY POOL ASSISTANT

POSITION ID	TBC
CLASSIFICATION & TENURE	Band 2 – Seasonal Casual – Mid November 2024 – Mid March 2025
DIRECTORATE	Community and Corporate
DEPARTMENT	Community and Economy
LOCATION	Pools across the shire
REPORTS TO	Aquatics Officer, Aquatic Team Leader and Senior Pool Lifeguard
DIRECT REPORTS	N/A

### OUR VALUES



### POSITION PURPOSE

The role of the Community Pool Assistant is to provide a professional, safe and welcoming environment for pool patrons attending the Hepburn Shire Aquatics facilities

### KEY RESPONSIBILITIES AND DUTIES

#### KIOSK OPERATIONS

- Ensure that daily cleaning and maintenance procedures are adhered to, and the facility is maintained in accordance with the high standard of cleanliness and hygiene required for a Council facility.
- Maintain the professional public image within the facility and create the desired safe, informative and friendly environment.
- Assist in running of the pool kiosk including monitoring stock levels, site of sale presentation and produce sales.
- Ensure compliance with all cash handling processes.
- Assist in the setup and pack up of equipment utilised in the delivery of programs.

## OHS, ADMINISTRATION AND FIRST AID

- Ensure the highest standards of quality are maintained relating to safety and supervision of patrons
- Attend mandatory training as arranged by the Aquatics Officer.
- Comply with the standards outlined in the Watch Around Water program including the allocation of wristbands and active supervision of children by parents/guardians.
- Liaise with all facility users including school and community groups, associations and other facility users demonstrating appropriate responses to their needs and expectations

## 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

<p><b>Policies, Legislation, Behaviours &amp; Values</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Demonstrate behaviours of the highest integrity, free from bullying, harassment and discrimination.</li> </ul>
<p><b>A Safe and Healthy Workplace</b></p>	<ul style="list-style-type: none"> <li>• Embrace Council’s commitment to providing a safe and healthy working environment by performing duties in accordance with the Occupational Health &amp; Safety Act 2004, OHS Regulations 2017, codes or practice, policies and procedures.</li> <li>• Ensure that due care and diligence is undertaken at all times and that actions do not create a risk to self and others</li> <li>• Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.</li> </ul>
<p><b>Child Safe Standards</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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>.</li> <li>• 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</li> </ul>

	opportunities and develop relevant services and programs to adopt Child Safe practices.
<b>Confidentiality</b>	<ul style="list-style-type: none"> <li>• Maintain confidentiality in respect of all dealings of a sensitive or confidential nature.</li> <li>• Ensure Council records are maintained in the approved record management system in an accurate and timely manner.</li> </ul>
<b>Customer Experience</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<b>Emergency Management</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<b>Corporate Training</b>	<ul style="list-style-type: none"> <li>• Participate as directed in training and education to maintain compliance and up-to-date knowledge.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>

## CLASSIFICATION DEFINITIONS

<b>Accountability &amp; Extent of Authority</b>	<ul style="list-style-type: none"> <li>• Ensuring a safe and presentable environment.</li> <li>• Assist in preventing hazardous situations and to respond accordingly in the event of an emergency or accident.</li> <li>• Authority to act in line with Hepburn Shire Council policies and procedure and the Royal Life Saving Society of Australia (RLSSA) Guidelines for Safe Pool Operations.</li> </ul> <p><b>This position is accountable for:</b></p> <ul style="list-style-type: none"> <li>• Ensuring the safety of patrons using the aquatic facilities and for maintaining the facility in a hygienic, safe and presentable condition.</li> <li>• The implementation and promotion of Council's People &amp; Culture and Occupational Health and Safety policies, ensuring appropriate workplace practices are always adhered to and observed.</li> <li>• Timely and accurate performance of the prescribed duties in accordance with the policies and procedures of Council.</li> </ul>
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	<p><b>This position has authority to:</b></p> <ul style="list-style-type: none"> <li>• Operate under the direction of the Senior Pool Lifeguard / Aquatics Officer within established guidelines, procedures, policies, industrial agreements, and legislative requirements.</li> <li>• Authority to promote and provide explanation on facility rules and regulations, procedures and practices regarding the safety and behavioural expectations of patrons.</li> </ul>
<b>Judgement &amp; Decision Making</b>	<ul style="list-style-type: none"> <li>• Develop an understanding of the relevant regulations, policies, guidelines and legislation, applying these as applicable to the operation of the aquatic facilities.</li> <li>• Some problem-solving ability is required for minor problems and/or issues however problems and/or issues should be referred to the Senior Lifeguard for action.</li> </ul>
<b>Specialist Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Intermediate swimming skills with the ability to assist with a water rescue if needed.</li> <li>• Customer service and community liaison.</li> <li>• Sound knowledge and application of First Aid techniques including CPR resuscitation.</li> <li>• An ability to follow set procedures and work practices.</li> </ul>
<b>Management Skills</b>	<ul style="list-style-type: none"> <li>• Ability to complete required tasks in a timely manner.</li> <li>• Ability to support and assist other staff members where necessary to ensure the smooth operation of the facility.</li> </ul>
<b>Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>• Ability to problem solve minor issues.</li> <li>• Ability to follow prescribed instructions and guidelines.</li> <li>• Sound numeracy, verbal and written communication skills with an ability to relate well to a wide range of patrons in a friendly and helpful manner.</li> <li>• Able to work well in a team environment.</li> <li>• Ability to provide assistance and direction to achieve customer satisfaction including the resolution of minor problems as required.</li> <li>• Ability to demonstrate and display the Hepburn Shire Council Values - Accountability, Respect, Excellence, Trust and Fun.</li> </ul>
<b>Qualifications &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Level 2 First Aid certificate and CPR</li> <li>• General cash handling (desirable)</li> </ul>

## 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

- Ability to provide effective customer service and respond to general enquiries from the community in a positive and professional manner.
- Awareness of Work Health and Safety principles or willingness to learn.
- Positive work ethic and flexibility to work as part of a team or independently.
- Level 2 First Aid Certificate and CPR
- 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 *or ability to work at all pool locations??*
- Working with Children Check

## APPROVAL

<b>Approved by (Department)</b>	
<b>Reviewed by (P&amp;C)</b>	
<b>Date</b>	
<b>Employee Acceptance</b>	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.
<b>Name</b>	
<b>Signature</b>	
<b>Date</b>	

## 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 _____				