

SENIOR POOL LIFEGUARD

POSITION ID	TBC
CLASSIFICATION & TENURE	Band 4 – 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
DIRECT REPORTS	Rostered pool lifeguards, rostered Community Pool Assistants

OUR VALUES



POSITION PURPOSE

This position has the responsibility of providing a high level of customer service to the Council, organisation and community by responding to customers in a timely and accurate manner and providing quality administrative support, in a cooperative manner to internal and external customers.

KEY RESPONSIBILITIES AND DUTIES

OH&S, FIRST AID AND POOL OPERATIONS

- Oversee and maintain standards of quality relating to first aid, safety and supervision of staff and patrons in and out of the water including ‘Watch Around Water’ – active supervision of children by parents/ guardians.
- Oversee pool testing to ensure the pools remain within health regulation.
- Inform more senior staff of any issues or incidents regarding the water quality, equipment or unacceptable patron behaviour.

CENTRE OPERATIONS

- Oversee the setup and pack up of equipment utilised in the delivery of programs and services.
- Oversee major incidents in the absence of management.
- Attend mandatory 'in house' training.
- Oversee cash handling processes, accounts and receipting procedures and end of day banking procedures.
- Create rapport with all facility users including school and community groups, associations and other facility 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>Policies, Legislation, Behaviours & Values</p>	<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.
<p>A Safe and Healthy Workplace</p>	<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.
<p>Child Safe Standards</p>	<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. • 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"> • Timely and accurate performance of the prescribed duties in accordance with the policies and procedures of Council. • General supervision and management of casual pool lifeguards, community pool assistants and facility patrons ensuring the safe operation of practices and relevant legislation, policies and procedures are complied with. <p>This position has authority to:</p> <ul style="list-style-type: none"> • Operate under the direction of the Aquatic Team Leader / Aquatics Officer within established guidelines, procedures, policies, industrial agreements, and legislative requirements. • Act in line with RLSSA Guidelines for Safe Pool Operations. • Authority to promote and enforce facility rules and regulations, procedures and practices regarding the safety and behavioural expectations of patrons
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<p>Judgement & Decision Making</p>	<ul style="list-style-type: none"> • Make judgements and decisions based on well-defined objectives to ensure the process, methodology, equipment etc. chosen will best achieve the objectives. • Ability to solve problems using discretion within standard practices and processes and reporting any actions and/or incidents to the Aquatics Officer which may have effect on the day-to-day operations of the facility or that may require further investigation and follow up. • Provide information and guidance to customers as requested using discretion. • Guidance and advice always available in time.
<p>Specialist Skills & Knowledge</p>	<ul style="list-style-type: none"> • Demonstrated experience working as a senior lifeguard or similar capacity at an aquatic facility. • Intermediate swimming skills with the ability to perform a water rescue if needed. • Thorough knowledge and understanding of relevant aquatic industry codes and regulations including the RLSSA Guidelines for Safe Pool Operation and Lifeguard responsibilities. • Sound knowledge and understanding of: Swimming pool chemistry, purification and filtration. And Application of First Aid techniques including CPR resuscitation.
<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"> • Sound verbal and written communication skills • Ability to gain co-operation and assistance from general public and other employees. • Able to work well in a team environment. • Ability to provide assistance and direction to achieve customer satisfaction. • Ability to deal with complaints and general conflict situations in a calm and professional manner.
<p>Qualifications & Experience</p>	<ul style="list-style-type: none"> • Pool Lifeguard certification (including CPR qualification) • Level 2 First Aid certificate • Pool Operators certificate or equivalent • General staff supervision and cash handling • Demonstrated experience in an aquatic and leisure/recreation services environment including the delivery and supervision of aquatic programs and services.

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
- Previous experience in Aquatics leadership
- 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 or ability to work at all pool locations as per roster
- 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 _____				