

POSITION DESCRIPTION

LIFEGUARD

POSITION DETAILS

Date of Position Description	August 2022
Position Title	Lifeguard
Position Grade	3
Directorate Business Unit	Community Services Social and Community Services
Reports to	Operations Coordinator
Physical Requirements Category	Category 2- Field Role with considerable Physical Requirements

POSITION OVERVIEW

This position is responsible for ensuring high-quality water, a clean and safe facility and ensuring services are provided at all times in a safe environment.

KEY RESPONSIBILITIES

Role Specific

- Monitor and control the activities of hirers and the public within the pools and in centre.
- Assist with the monitoring and maintenance of all filtration, recirculation and chemical dosing equipment to ensure its ongoing operation.
- Ensure consistent high levels of cleanliness, hygiene, safety and security within the pool surrounds.
- Ensure correct use and proper storage and security of all pool equipment and chemicals.
- Perform rescue and first aid procedures when required.
- Promote teamwork and communication through collaborative work practices.
- Work to, and assist the development of, industry standard systems and procedures through the Pool Operations Manual.
- Ensure a high level of public relations and customer service to all users, including handling customer complaints and suggestions.
- Maintain appropriate documentation and record keeping.
- Exercise due diligence at all times.
- Do not intentionally or recklessly interfere with or misuse anything provided in the interests of health safety or welfare.
- Use and properly maintain appropriate safety clothing and personal protective equipment.
- Flexibility and willingness to work a 7-day rotating roster across multiple facilities

Baseline

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

KNOWLEDGE

Qualifications

- Current Australian Pool Lifeguard Certificate
- Current Australian First Aid (Level 2) and Current CPR Certificate
- NSW Working with Children Check

Experience

- Ability to identify and supervise safety hazards associated with the operation of aquatic facilities and programs.
- Demonstrated strong teamwork and communication skills.
- Capacity and willingness to gain knowledge of pool plant and equipment and aquatic industry standards, especially regarding pool supervision, water quality, and the use and storage of chemicals.
- Demonstrated ability to apply EEO, OH&S and ethical practice principles.
- Willingness to work a seven-day roster.

Desirable Experience

- Knowledge of crowd management techniques.
- Ability to carry out ongoing asset and equipment maintenance.
- Cash and cheque handling experience
- Previous experience and success in a comparable role