



SWIMMING CENTRES, LIFEGUARD

POSITION & PERSON DESCRIPTION

September 2024

POSITION DETAILS

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| DEPARTMENT: | Community Development |
| UNIT: | Arts, Culture & Community Connections |
| SECTION: | Swimming Centres |
| ORGANISATIONAL RELATIONSHIP: | Reports to the Manager, Swimming Centres. The Position is also expected to work in collaboration with all Swimming Centre Staff |
| DIRECT REPORTS: | Nil. |
| AWARD: | <i>Local Government Employees Award and the City of Norwood Payneham & St Peters' Local Government Employees Enterprise Agreement</i> |
| CLASSIFICATION: | Municipal Employee, Grade 4 |
| SPECIAL CONDITIONS: | Working hours between Monday to Sunday |

POSITION OVERVIEW

The City of Norwood Payneham and St Peters owns and operates (2) swimming facilities, the Norwood Swimming Centre, located in Kensington and the Payneham Memorial Swimming Centre, located in Felixstow. The Payneham Memorial Swimming Centre is currently closed for redevelopment. Both Centres operate 7 days per week (excluding Christmas Day) over a twenty six (26) week Swimming Season from mid-October to mid-April.

Both Swimming Centres run a Swim School which are conducted in two (2) blocks of 5 lessons (9 weeks) prior to Christmas and 3 blocks of 4 lessons (12 weeks) from early January. The Swim School Co-ordinator is responsible for the co-ordination of the Council's Swim Schools across each of the Swimming Centres.

POSITION OBJECTIVES

- To supervise the pool operations and ensure a safe swimming environment.
- To assist in the maintenance, cleaning and safe operation of the swimming centre.

KEY RESPONSIBILITIES

1. LIFEGUARDING

- Perform Lifeguard duties, supervising the Centre users in accordance with Centre's rules and Watch Around Water and other established industry standards and guidelines
- Recognize and respond effectively in emergencies in accordance with Centre's emergency action plans
- Apply first aid, including resuscitation and the administering of oxygen (where qualified) using appropriate rescue techniques so as not to endanger the lives of oneself or others.
- Assist in undertaking cleaning of the facilities, including toilet, showers, pool surrounds and the pool itself.
- Assist in preparing the pool for operation and storing equipment at the end of the day. Includes set up or pack up of equipment etc.
- Assist the Manager/Supervisor in undertaking water testing or plant maintenance operations as required.

2. CUSTOMER SERVICE

- Undertake customer service duties including reception and cash receipting within the kiosk and reception areas.
- Prepare the reception area for open and end of day close.
- Provide a range of information on the Centre's programs, activities and promotions to pool patrons where appropriate.
- Respond to customer enquiries in a professional, timely and friendly manner and follow up on enquires to ensure they are addressed within reasonable timeframes.
- Be committed to the rostered shifts.

3. CONTINUOUS IMPROVEMENT

- Identify process and service improvements to increase capability, effectiveness and efficiency of functions and responsibilities.
- Use initiative within the scope of established work procedures and guidelines to resolve customer issues and or complaints.

Performance Indicators

- Citizens and customer enquiries are address in a timely manner with accurate information, in a courteous and professional manner and referred-on appropriately where necessary.
- Follow all reasonable directions from the supervisors and managers
- All records are kept in an accurate and timely manner.
- Complete duties within the timeframes allocated.

SELECTION CRITERIA

ESSENTIAL CRITERIA

- *Royal Life Saving Society Pool Lifeguard Certificate* or equivalent
- *Provide First Aid and CPR Certificate*
- Knowledge of Swimming Centre operations and environments
- Excellent communication and people skills
- Experience in cash handling

DESIRABLE CRITERIA

- *Pool Plant Operators Certificate*
- Previous experience as a Lifeguard

JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- *Department of Human Services (DHS) Working With Children Clearance*
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.

WORK HEALTH & SAFETY RESPONSIBILITIES

- In accordance with *Section 28* of the *Work Health and Safety (WHS) Act 2012*, while at work you must:
 - take reasonable care of your own health and safety; and
 - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
 - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
 - cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
 - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
 - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
 - maintain their workplace in a tidy and safe condition;
 - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
 - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
 - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.
- Work Health & Safety (WHS) Competencies and training requirements include:
 - Sun Smart UVR (induction)
 - Hazardous Chemicals Awareness (induction)
 - Drugs & Alcohol Awareness (induction)
 - Environmental Hazards General Awareness (induction)
 - Hazardous Manual Tasks Awareness (induction)
 - Heat Stress Awareness (every three (3) years)
 - Fatigue Awareness (annual)

Performance Indicators

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

ORGANISATIONAL VALUES

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the *Business Excellence Framework* as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values and Community Well-Being Model.

The Organisational Values (which are summarised below) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.



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AGREEMENT

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties and skills required and the expected outputs and outcomes for the position of Lifeguard.

APPROVED BY:

READ & AGREED TO BY:

Mario Barone PSM
CHIEF EXECUTIVE OFFICER

Insert Name of Incumbent.
LIFEGUARD

Date

Date

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes of each position within the organisation, align with the strategic and corporate directions of the Council as set out in the *CityPlan 2030: Shaping Our Future*. The *Organisational Values* are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the *Organisational Values*.