



Our Values

Respect Integrity Community Excellence

Position Title:	Lifeguard
Directorate:	Corporate Community Service
Reports to:	Aquatic And Recreation Operator
Date effective:	December 2023
Agreement Level:	3
Position no:	AQU03

Values only become meaningful when they are translated into behaviours that people engage in and others can observe. They are the cornerstone of 'walking the talk'.

Purpose

1.1 Primary functions

- To supervise the pool environment and ensure the highest standard of public supervision and safety
- Liaise and communicate in a positive manner with centre clients and the broader community whilst contributing to a fun and enjoyable experience for centre users.

1.2 Community strategic goals

1.3



**Goal 1:
Valuing the
natural
environment**

**Goal 2:
Welcoming
and inclusive
communities**

**Goal 3:
Managing
growth
sustainably**

**Goal 4:
Vibrant and
diverse
economy**

**Goal 5:
Effective
leadership
and
governance**

1.4 Key functions and duties

Key functions	Specific duties	% Time
Service Delivery	<ul style="list-style-type: none"> • Undertake supervision, rescues, and emergency interventions in accordance with Centre policies and procedures, RLSSA Guidelines for Safe Pool Operation and industry standards and practices • Assist in the coordination and regulation of pool space by various user groups and ensure allocated areas are clearly roped off and marked with signage • Undertake administration duties including customer enquiries • Maintain attendance statistics, programming, and reception information files • Ensure that the highest standards of cleanliness are maintained including: <ul style="list-style-type: none"> ○ Loose rubbish is constantly cleared from the facility floor ○ Pool deck, change rooms and toilet facilities are maintained in a hygienic manner ○ General cleaning duties as required • Provide a high level of enthusiasm, commitment, and professionalism in providing quality support and excellent customer service • Ensure the behaviour of all customers is conducive to the provision of a safe and enjoyable leisure experience • Assist and participate in ongoing staff requalification's, inductions, and in-house training • Ability to work early morning, nights, and weekends 	70
Customer Service	<ul style="list-style-type: none"> • Welcome and direct patrons and respond to customer queries • Provide a high level of enthusiasm, commitment, and professionalism in providing quality support and excellent customer service • Ability to convey clear directions and recommendations to customers 	15
Licensing and Regulatory Requirements	<ul style="list-style-type: none"> • Basic Understanding of Code of practice for Swimming Pools regulations and guidelines • Ensure records are kept in a secure and confidential manner • Record Accident/Incidents and fulfil reporting requirements 	5
OSH	<ul style="list-style-type: none"> • Ensure current Occupational Health and Safety procedures are maintained for staff and patrons within the Recreation service delivery area 	5

	<ul style="list-style-type: none"> • Assist with occupational safety & health and risk management responsibilities for Recreation team • Assist with inspections and accident/incident investigations 	
Emergency Management	<ul style="list-style-type: none"> • Coordinate effective response to emergency and first aid • Assist with the development of technical evacuation procedures in accordance with standards 	5

Key challenges of the JOB role may include:

- Concentrating on all areas of the pool particularly during busy periods.
- Working in hot conditions.
- Responding to life threatening situations.

General

- Work in accordance with the Shire's defined Equal Opportunity and Anti-discrimination legislation, procedures & principles;
- Work in accordance with the Shire's defined Occupational Safety and Health legislation, procedures and principles;
- Adhere to the Shire's Code of Conduct, policies and management practices as amended from time to time;
- Contribute to the attainment and development of strategic plan outcomes, strategies and actions; and
- Ensure all duties as directed by the Chief Executive Officer are fully undertaken.

1. Extent of Authority

Under the limited direction of the Chief Executive Officer and as delegated from time-to-time, the incumbent has authority to act within predetermined guidelines, policies, procedures, predetermined budgetary limits and expenditure and in accordance with the statutory provisions of the Local Government Act 1995 and other relevant legislation.

Delegated authority in accordance with the following:

2. Relationships

3.1 Responsible to

Aquatics and Recreation Operator

3.2 Responsible for

Nil

3.3 Internal Stakeholders

Employees

3.4 External Stakeholders

General Public

Local Community Groups

Local Schools

Department of Education, Employment and Workplace Relations

3. Position Selection Criteria

4.1 Position essentials

Well-developed oral communication and interpersonal skills

Understating and Experience in lifeguard practices, water safety principles, crowd control

Current WA driver's license

Ability to implement the highest standards of public supervision and safety

Ability to provide effective customer service and the ability to deal with difficult customers

Ability to communicate effectively with high support needs people

Current Senior First Aid Certificate and or Equivalent

Ability to maintain concentration and alertness during extended periods of duty

Current Pool Lifeguard Certificate

Ability to work weekends in accordance with rostering arrangements

Working with Children Check

4.2 Position desirables

Experience in computer applications including Synergy Soft, Ezidebit and Centaman

Bronze Medallion

Advanced First air and or Advanced Resuscitation

Current WA driver's license

5. Parties

Present Occupant Name:

Signature:

Date:

Supervisor Name:

Signature:

Date: