

# Position Description

<b>Position Title:</b>	Pool Lifeguard
<b>Classification:</b>	Leisure Staff Rate 1
<b>Business Unit:</b>	Glen Eira Leisure
<b>Reports to:</b>	Operations Team Leader
<b>Approved by:</b>	Director Sustainability, Assets and Leisure
<b>Reviewed:</b>	August 2022

## 1. About the City of Glen Eira

The City of Glen Eira is located in Melbourne's south-east suburbs, approximately 10 kilometres from Melbourne's central business district. The City includes the suburbs of Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield North, Caulfield South, Elsternwick, Gardenvale, Glen Huntly, McKinnon, Murrumbeena, Ormond and part of the suburbs of Brighton East and St Kilda East.

Glen Eira has a vibrant and diverse community which is proud of its cultural heritage. It has 68 beautiful parks, 45 sporting ovals, 40 educational institutions, 35 strip shopping centres and almost 6000 businesses. It is home to more than 141,000 people and significant Melbourne icons such as Ripponlea, the Caulfield Cup, Yarra Yarra Golf Club, the Jewish Holocaust museum and much more.

## 2. About our Organisation

Glen Eira City Council aims to be an organisation that is high performing, values based and one that strives for innovation. We are proud of our achievements and have been recognised as an employer of choice over recent years. We endeavor to recruit people with who share our values, are proud of the work they do and have a desire to make a difference to our community.

Glen Eira City Council is committed to reconciliation and supports Aboriginal and Torres Strait Islander aspirations. We encourage applications from Aboriginal and Torres Strait Islander people and value the knowledge, skills and talents they could share with our workforce and community.

Glen Eira City Council plays a leading role in taking strong action on the climate emergency and raising awareness to ensure a sustainable, safe and healthy future for us all. To help us achieve these outcomes, we all have the responsibility to embed climate change action in everything we do. This includes reviewing individual work to identify how we can make a difference in Council and the community to reduce environmental impacts and raise awareness.

We are committed to the values which underpin our organisational culture, and how we work. Our five values are:

- Service Excellence – *Delivering for our community*
- Collaboration – *Working better together*
- Innovation – *Expressing ideas and adding value*
- Respect – *Being understanding and considerate*
- Integrity – *Being open and honest*

### 2.1 Organisational Structure

Glen Eira City Council's structure comprises five Directorates. These are:

- Community Wellbeing;
- Corporate Services;
- Customer and Community Experience;
- Planning and Place; and

- Sustainability, Assets and Leisure.

These Directorates and the departments within them are responsible for ensuring the delivery of high quality and cost effective services that make a difference to our community.

### 3. Position Purpose and Background

To perform a range of duties associated with usage and maintenance of aquatic facilities efficiently and effectively, so as to ensure the safety and orderly behaviour of patrons and the clean, hygienic and safe condition of all facilities.

### 4. Working Relationships

Reports to:	This role reports directly to the Operations Team Leader. Due to operational requirements this position also reports to the Duty Manager for day to day shift responsibilities.
Position deals with	Risk and Operations Coordinator, Operations Supervisor, Contracts Maintenance Officer, Duty Managers, GEL Manager, other GEL staff and Council officers, members and the general community.
Supervises/Reported to by:	N/A

### 5. Key Responsibilities

- To perform a range of pool attending duties so as to ensure the safety and orderly behaviour of all patrons using the Centre's aquatic facilities, including:
  - Supervision of patrons in around the aquatic area.
  - Ensuring age limit for the aquatic area use is observed.
  - Ensuring lane ropes are in place, are adjusted to correct tension and are used for lap lane swimming purposes.
  - Ensuring correct storage of equipment.
  - Ensuring customers are adhering to centre rules and policies
  - Ensuring patrons do not intrude into area designated for swimming lessons.
  - Ensuring orderly behaviour and safety of patrons in all aquatic and surrounding areas.
  - Zoning or restricting activities at the aquatic location
  - Educating users of the dangers and safety measures at an aquatic facility
  - Relate to the patrons in a friendly and helpful manner
  - Ensuring correct bands are worn by all patrons using facilities and users of the aquatic area.
  - Ensuring accessibility of all exits.
  - Knowledge of Lifeguard regulations and GEL Policies and Procedures
  - Implementing emergency/first aid/resuscitation procedures as required.
  - Maintain records of activities at the aquatic location

# Position Description

- To perform a range of cleaning maintenance duties so as to ensure the hygienic and presentable condition of pool area, change rooms and associated facilities, in accordance with the documented cleaning procedures.
- To ensure any issues or problems that arise are dealt with in line with GEL's policies and procedures.

## 5.1 OHS, Risk Management, Equal Opportunity, Charter of Human Rights & Child Safe Standards

- Adhere to policies and procedures to minimise injury and damage to assets and property.
- Adhere to Council's Health and Safety, equal opportunity and risk management policies, plans and procedures and relevant legislation as well as act in accordance with the Charter of Human Rights.
- Actively participate in reporting matters of health, safety and Council asset damage.
- Demonstrate and promote workplace behaviour that does not discriminate, bully or harass.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions;
- Contribute to the effective protection of Council in accordance with the Council's risk management policy and procedures;
- Act compatibly with human rights and consider human rights when making decisions; and
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements
- Commit and adhere to Council's zero tolerance of child abuse, its principles of being a child safe organisation and its reporting requirements for child safety.
- Adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences.

## 5.2 Accountability and Extent of Authority

The following outlines the Accountability and Extent of Authority required:

- The incumbent is directly accountable to the Operations Team Leader for ensuring the safety and orderly behaviour of patrons using aquatic facilities, for maintaining all aquatic facilities in a hygienic, safe and presentable condition and for performing accurate swimming pool evaluations as required. The Pool Lifeguard also reports to the Duty Manager for day to day shift responsibilities.
- Work is performed within specific guidelines and under general supervision.
- The Lifeguard has the authority to enforce the Leisure Centre's conditions of use regarding the safety and orderly behaviour of patrons.

## 5.3 Judgement and Decision Making Skills

The following outlines the extent of judgement and decision making required:

- The objectives of the work performed are clearly defined with established procedures well understood and clearly documented.
- Guidance and advice are always available.
- Incumbent is required to identify problems and issues and refer them onto the appropriate team member.

## 5.4 Interpersonal Skills

The following describes the interpersonal skills required:

- Ability to follow instructions and guidelines
- Ability to gain the co-operation of patrons in the administration of safety and crowd control requirements.
- Ability to relate to the patrons in a friendly, helpful manner.
- Written communication skills for the purpose of completing routine work forms.
- Ability to work as part of a team.

## 5.5 Specialist Skills and Knowledge

The following describes the specialist knowledge and skills required:

- Swimming skills enabling the ability to perform water rescue.
- Knowledge of and ability to apply emergency first aid techniques, including CPR resuscitation.
- Physical fitness.
- Knowledge of all Leisure Centre emergency procedures.
- Knowledge and understanding of swimming pool chemicals and maintenance equipment.
- Manual handling skills for the purpose of carrying out a range of cleaning duties.
- Commitment to service ethic and personal service excellence.
- Commitment to ongoing training and development.
- Lifeguards will be required to follow all relevant Royal Life Saving Society Australia (RLSSA) guidelines in line with GEL's policies and procedures.
- Lifeguards will comply with GEL Service procedures for safety, training, purchasing, document control, internal quality audits, corrective and preventative action, customer complaints and control of non-conforming products and services.
- Tasks performed may involve selection from a range of existing cleaning techniques and equipment in a defined range of recurring work situations.

## 5.6 Qualifications and Experience:

- Current Pool Lifeguard Award, including CPR and defibrillator
- Current Senior First Aid Certificate
- Some experience in a Lifeguard position is desirable.
- Working with children check
- Must maintain a satisfactory Police Check

## 6. Selection Criteria

- Demonstrated commitment and adherence to organisational values and behaviours.
- Relevant certifications

# Position Description

- Range of Technical Knowledge.
- Demonstrated ability to provide quality customer service.
- Communication skills including conflict resolution skills and good oral and negotiating skills.
- Ability to work flexible hours including weekends, mornings and evenings.

## 7. Other Information

- Position is subject to the satisfactory completion of Police Records Employee Working with Children Check and Pre-employment medical
- Where required, in accordance with relevant current State Government Pandemic Orders for vaccination requirements, the successful candidate will need to demonstrate evidence of approved COVID-19 vaccination or authorised medical exemption for relevant roles

## PHYSICAL REQUIREMENTS AND RESPONSIBILITIES

- Lifeguards rely greatly on vision when supervising the pools; as a result it is vital that they have normal 20/20 vision. If a lifeguard has or becomes aware that they don't have 20/20 vision; they must take measures to facilitate their vision, such as the wearing of appropriate corrective lenses as per Guidelines for Safe Pool Operations (GSPO SV11.3.1 and SV11.3.2).
- Hearing plays a vital role in lifeguarding, particularly in communication. Lifeguards who have impaired hearing should take measures to facilitate their hearing such as the appropriate hearing aids (GSPO SV11.3.3, SV11.3.4 and SV11.3.5).
- It is important that lifeguard keep up to date with industry standards, staff meeting and training will be compulsory to attend (GSPO SV8.4).
- Lifeguards must be drug and alcohol free with Blood Alcohol reading (BAC) of 0.00 at all times whilst at the centre (GSPO SV 6.10.2 and Glen Eira Council – GESAC Alcohol and Other Drugs Policy).
- For individual health and safety, lifeguards must wear personal protective equipment (PPE) that is provided to them (GSPO SV13).
- Lifeguards may come into contact with blood and other bodily fluids during the course of their duties. It is responsibility of the individual to be aware of and comply with the Workplace Immunisation policy 4.17 (GSPO SV 11.3.19, SV11.3.20 and SV11.3.21).
- To minimise the risk of a Lifeguards health affecting the safety of aquatic users, Glen Eira Leisure will ensure that all persons performing lifeguard duties are fit to work and;
  - a) Undertake an pre-employment medical assessment by Glen Eira City Council's designated Medical Professional (registered Medical Practitioner or General Practitioner);
  - b) Complete an annual self-declaration medical questionnaire (which may be further assessed by a General Practitioner if the employer deems it necessary (GSPO SV 11.2.1)