

POSITION DESCRIPTION

POSITION:		Casual Lifeguard			
POSITION NO:		705211	CLASSIFICATION:		Band 3
DIVISION:		Business, Corporate & Financial Services			
BRANCH:		Leisure Services			
UNIT:		Collingwood Leisure Centre, Richmond Recreation Centre, Fitzroy Swimming Pool			
REPORTS TO:		Operational Duty Manager / Operations Coordinator			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	No

Yarra City Council supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

POSITION OBJECTIVES

- To provide quality customer service in accordance with Councils customer service quality standards.
- To supervise the Aquatic areas as a Lifeguard providing a safe environment for all patrons.
- To complete daily tasks including water testing, cleaning and administrative duties proactively, efficiently and effectively.

ORGANISATIONAL CONTEXT

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The Richmond Recreation Centre along with the Collingwood Leisure Centre and Fitzroy Swimming Pool form the Yarra Leisure Branch.

As part of the Community Development Division, the centre has a commitment to improving both the physical and mental health of the community.

ORGANISATIONAL RELATIONSHIPS

Position reports to:	Duty Manager, Operational Duty Manager, Operations Coordinator
Position Supervises:	Nil
Internal Relationships:	Centre management team Other centre staff
External Relationships:	Patrons

KEY RESPONSIBILITIES & DUTIES

To provide quality customer service in accordance with Councils customer service quality standards.

- Uphold outstanding customer service standards in accordance with Yarra Leisure standards.
- Greet and farewell patrons per shift.
- Maintain a neat and professional appearance in accordance to Yarra Leisure uniform policy and develop a professional yet friendly relationship with all centre visitors, members, fellow staff, contractors and suppliers.
- Promptly address requests and enquiries from patrons in the aquatic areas of the facility.
- To maintain a sound knowledge and understanding of all of Yarra Leisure's programs, services, terms, conditions, policies & procedures.
- Ensure all information provided to the customer is accurate, timely and delivered in line with Yarra Leisure's guidelines and standards.
- Encourage customer feedback relating to our leisure centres programs and facilities providing a prompt and suitable response or solution when possible.

To supervise the Aquatic areas providing a safe environment for all patrons.

- To ensure that correct supervision techniques are employed to maintain a safe aquatic environment.
- To educate and when required enforce pool etiquette and rules, while maintaining all aquatic areas in a clean and hygienic condition.
- To enforce the principles of "Watch around Water" initiative.
- To monitor the Spa, Sauna & Steam room facilities ensuring that correct bands are worn by all patrons and that the age limit is observed.
- To supervise swimmers and lane control, ensuring correct usage and etiquette is being up-held by all patrons.
- To configure lane allocations and ropes as per instructions, adjusting to correct tension and used as per allocation.
- To ensure correct storage of equipment for swimming lessons.
- To monitor patron behaviour ensuring all patrons adhere to the Yarra Leisure code of conduct.
- To assist helpers and patrons with disabilities.
- To ensure accessibility of all exits.
- Implementing emergency/first aid/resuscitation procedures as required.
- To assist in activities and provide information that promotes the leisure facilities to the community.
- Support Yarra Leisure organisational initiatives and strategies as required.

To complete daily tasks including water testing and administrative duties efficiently and effectively.

- 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 perform the required water testing duties on time as instructed and directed for main pool, toddlers pool and spa.
- Inform the duty manager of all test results and point out any results outside of the prescribed limits.
- Ensure all tests are signed off by the lifeguard and duty manager and all manual pool readings are recorded.
- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.

Other

- Available to work early mornings, evenings and weekends.
- A commitment to availability between November and March, which is the peak season for Lifeguarding.
- Attend training as required including but not limited to:
 - minimum of four 'In-service' or 'Lifeguard-skills' training sessions
 - summer planning meeting
 - emergency evacuation training at each work venue
 - all other compulsory training.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The Lifeguard is directly accountable to the duty manager for ensuring the safety and appropriate behaviour of patrons using aquatic facilities.
- The Lifeguard is also responsible for maintaining all aquatic facilities in a hygienic, safe and presentable condition and for performing accurate swimming evaluations as required.
- Work is performed within specific guidelines and under general supervision.
- The Lifeguard has the authority to enforce the Leisure Centre's condition of use regarding the safety and behaviour of patrons.

Safety and Risk

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.

Sustainability

- Embrace the following Sustaining Yarra principles through day to day work:
 - Protecting the Future
 - Protecting the Environment
 - Economic Viability
 - Continuous Improvement
 - Social Equity
 - Cultural Vitality

- Community Development
- Integrated Approach

Yarra Values

- Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:
 - Respect
 - Teamwork
 - Innovation
 - Sustainability
 - Accountability
 - Integrity

JUDGEMENT AND DECISION MAKING

- The objectives of the work performed are clearly defined with established procedures well understood and clearly documented
- Guidance and advice are always available
- Tasks performed may involve selection from a range of existing cleaning techniques and equipment in a defined range of recurring work situations

SPECIALIST KNOWLEDGE AND SKILLS

- Advanced swimming skills, including the ability to perform water rescue.
- Knowledge of and ability to apply emergency first aid techniques, including CPR and resuscitation.
- Knowledge of the operation of various pool testing equipment.
- Knowledge and understanding of the aims and objectives and performance measurement criteria of the swimming section and of the position of the casual Lifeguard within this context.
- 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.
- Rudimentary knowledge of water chemistry and purification, filtration and heating.

MANAGEMENT SKILLS

- Ability to manage time, plan and organise own work to achieve specific and set objectives proactively, efficiently and effectively.
- Where the employee is more experienced, the ability to assist other employees by providing guidance, advice and training in routine procedural matters.
- Ability to handle difficult people/situations including emergencies and conflict.

INTERPERSONAL SKILLS

- 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.
- Communication skills for the purpose of completing routine work forms.
- Ability to lead by example and work as part of a team.

QUALIFICATIONS & EXPERIENCE

- Pool Lifeguard Award and maintenance of current lifeguard qualifications or a commitment to attain prior to commencement
- Current Senior First Aid Certificate and CPR
- Defibrillation (preferred)
- Working with Children's Check

KEY SELECTION CRITERIA

- An interest and/or experience and/or qualifications in first aid and/or emergency rescue
- Sound customer service experience and experience in a busy, fast paced work environment
- Sound communication & conflict resolution skills with the ability to negotiate with a diverse range of customers and/or community members
- An interest and experience in a sporting environment