



## POSITION DESCRIPTION

<b>POSITION:</b>		Casual Lifeguard			
<b>POSITION NO:</b>		705211	<b>CLASSIFICATION:</b>		Band 3
<b>DIVISION:</b>		City Works and Assets			
<b>BRANCH:</b>		Recreation and Leisure Services			
<b>UNIT:</b>		Leisure Services			
<b>REPORTS TO:</b>		Operations Team Leader			
<b>POLICE CHECK REQUIRED:</b>	Yes	<b>WORKING WITH CHILDREN CHECK REQUIRED:</b>	Yes	<b>PRE-EMPLOYMENT MEDICAL REQUIRED:</b>	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.*

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### POSITION OBJECTIVES

- To provide high quality professional lifeguarding services and a safe environment to all patrons and customers within City of Yarra's three aquatic and leisure centres.
- To provide excellent frontline customer service in a poolside environment.
- To maintain pool deck operational control by completing daily preventative actions.

### 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, Collingwood Leisure Centre, Fitzroy Swimming Pool, Burnley Golf Course and Recreation form the Recreation and Leisure Services Branch within the City Works and Assets Division.

## **ORGANISATIONAL RELATIONSHIPS**

<b>Position reports to:</b>	Operations Team Leader
<b>Position Supervises:</b>	Nil
<b>Internal Relationships:</b>	Duty Managers, Aquatic Services Officers, Swim Teachers, Operational Services Officer, all Leisure Services and Council staff.
<b>External Relationships:</b>	Yarra Leisure members, visit pass holders, casual users, public bookings, school groups, external Program Leaders, Lifesaving Victoria Trainers, H2O-Pro and general contractors.

## **KEY RESPONSIBILITIES & DUTIES**

**To provide high quality professional lifeguarding services to all patrons and customers within City of Yarra's three aquatic and leisure centres**

- Implement and ensure adherence to the following at all times:
  - Yarra Pool Lifeguard Manual
  - Guidelines for Safe Pool Operations
  - Pool Lifeguard Deployment Plan
  - 'Watch Around Water' Policy
- Coordinate lane allocation for lap swimmers, programs, bookings and events.
- Ensure personal attendance at In-Service Training, Emergency Evacuation Training and other mandatory training sessions as required.
- Ensure all mandatory qualifications such as Pool Lifeguard, Provide First Aid and Working with Children Checks are maintained and current at all times.
- Educate all customers and when required enforce the 'Watch Around Water' policy and the sauna, spa & steam etiquette and rules.
- Ensure the maintenance of all pool deck, aquatic, spa, sauna, steam and change room areas in a clean and hygienic condition.
- Ensure all pool surfaces are free of debris, litter, algae and other pollutants.
- Ensure in all aquatic areas hazards are reported in a timely manner to the Duty Manager.
- To monitor patron behaviour ensuring all patrons adhere to the Yarra Leisure code of conduct.
- Identify and lead Major Incident response procedures for aquatic area major incidents.
- Evacuate pools and assist with major incident response for major incidents in other areas of the facility.
- Immediately implement conflict management principles including difficult but honest conversations with patrons to ensure all patrons are safe at all times.
- Ensure at all times that pool supervision and patron safety is not compromised by distraction, fatigue or monotony.

**To provide excellent frontline customer service in a poolside environment**

- Uphold outstanding customer service standards in accordance with Yarra Leisure standards and City of Yarra customer service standards.
- Actively engage with customers as they enter the poolside and exit the poolside.
- Respond to all queries in a courteous, enthusiastic and helpful manner, referring complex or lengthy queries to customer service.
- Refer complaints and /or disputes to the Duty Manager as required.

- Maintain a neat and professional appearance in accordance to Yarra Leisure uniform policy at all times.
- 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.
- Maintain an in-depth knowledge of all Yarra Leisure products and services and maintain sound understanding of all of Yarra Leisure's programs, services, terms, conditions, policies & procedures.
- Support Yarra Leisure organisational initiatives and strategies as required.

#### **Implement pool deck operational control by completing daily preventative actions.**

- Implement cleaning maintenance duties to ensure the hygienic and presentable condition of the pool area, change rooms and associated facilities, in accordance with the documented cleaning procedures.
- To perform the required water testing duties on time as directed by the Duty Manager 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 and digital pool readings are recorded.

#### **Other**

- Available to work early mornings, evenings and weekends.
- A commitment to availability between November and April, 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
  - Meet with Team Leader as required for on-going professional development.

#### **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

- The Lifeguard is directly accountable for ensuring compliance with the Guidelines for Safe Pool Operations supervision requirements, adherence to the Lifeguard Deployment Plan and must ensure all pools are safely supervised at all times.
- The Lifeguard is directly accountable to the Duty Manager for ensuring the safety and appropriate behaviour of patrons using aquatic facilities.
- The Lifeguard is responsible for maintaining all aquatic facilities in a hygienic, safe and presentable condition.
- Work is performed within specific guidelines and under general supervision.
- The Lifeguard has the authority to enforce the Yarra Leisure's conditions of use regarding the safety and behaviour of patrons.
- The Lifeguard has the authority to enforce Pool, Sauna, Steam and Spa rules.

#### **Safety and Risk**

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements, Guidelines for Safe Pool Operations 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 is always available from the Duty Manager, Team Leader and Coordinator.
- Some situations may require personal judgement.
- 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 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.
- Basic knowledge of water chemistry and purification, filtration and heating.

### **MANAGEMENT SKILLS**

- Basic skills in managing time and organising one's 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 maintain open communication channels with Operations Leadership Team whilst working across separate venues.
- 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.
- Provide First Aid
- Working with Children's Check
- Experience in a frontline customer facing role

#### **KEY SELECTION CRITERIA**

- Sound customer service experience and experience in a busy, fast paced work environment.
- Ability to follow set policies and procedures, with a primary focus on water safety and a 'safety first' mentality for self and others.
- Sound communication & conflict resolution skills with the ability to negotiate with a diverse range of customers and/or community members.
- Experience in contributing to and fostering a positive, empowering & participatory organisational team culture.