



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Lifeguard Team Leader				
<b>POSITION NO:</b>	100404	<b>CLASSIFICATION:</b>	Band 5		
<b>DIVISION:</b>	Infrastructure and Environment				
<b>BRANCH:</b>	Property and Leisure				
<b>UNIT:</b>	Yarra City Leisure				
<b>REPORTS TO:</b>	Operations Coordinator				
<b>POLICE CHECK REQUIRED:</b>	Yes	<b>WORKING WITH CHILDREN CHECK REQUIRED:</b>	Yes	<b>PRE-EMPLOYMENT MEDICAL REQUIRED:</b>	No

*Yarra City Council is committed to being a child safe organisation and 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 lead a large Lifeguard Team across Yarra Leisure Centres including Richmond Recreation Centre, Fitzroy Swimming Pool and Collingwood Leisure Centre.
- To drive a constructive culture that proactively develops and leads the Lifeguard Team through the use of positive culture-building strategies, supervision, performance review, mentoring and effective people management.
- To develop and maintain efficient administration work processes to ensure the requirements of the GSPO are achieved.
- To implement initiatives across the portfolio that ensure the highest level of supervision and emergency response is achieved
- Ensure administrative systems are well managed, followed, developed and achieving the best results for the Operations team

### 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.

Yarra Leisure is responsible for the operation of Richmond Recreation Centre, Collingwood Leisure Centre, Fitzroy Swimming Pool, Collingwood Estate Gym and Burnley Golf Course.

As part of the Infrastructure and Environment Division, the centres have a commitment to improving both the physical and mental health of the community.

## **ORGANISATIONAL RELATIONSHIP**

<b>Position reports to:</b>	Operations Coordinator
<b>Position Supervises:</b>	Lifeguards
<b>Internal Relationships:</b>	Senior Leisure Facilities Staff Council's Assets Department People & Culture Other Council staff as required
<b>External Relationships:</b>	Members of the Facilities Life Saving Victoria Aquatic Recreation Victoria External Contractors

## **KEY RESPONSIBILITY AREAS AND DUTIES**

**To lead a large Lifeguard Team across Yarra Leisure Centres including Richmond Recreation Centre, Fitzroy Swimming Pool and Collingwood Leisure Centre.**

- Lead the recruitment, induction and on-boarding of Lifeguard team
- Manage the Lifeguard roster and Hot Weather rosters
- Create annual training plan that initiates effective training solutions for Lifeguards necessities as well as identifying training gaps.
- Work with the Duty Manager Team Leader to enhance, teach and present the Emergency Management Training Module across the leisure centres in conjunction with the Operations Team
- Develop Annual staff training calendar.
- Ensure the Lifeguard team retain and maintain appropriate qualifications and competencies at all times.
- Direct responsibility for the Lifeguards, ensuring that active supervision is of the highest standard, Lifeguard deployment plans are in place and actively followed.

**To drive a constructive culture that proactively develops and leads the Lifeguard Team through the use of positive culture-building strategies, supervision, performance review, mentoring and effective people management.**

- Maintain a set of KPIs for Lifeguards that is monitored and assessed to ensure staff are receiving feedback
- Conduct staff performance appraisals and training plans as set out by Yarra City Council
- Deliver regular team meetings

- Provide regular newsletters or other forms of communication to ensure all staff are informed and engaged on operational matters as well as updates from other departments.
- Ensure all Lifeguards have regular opportunities to provide feedback on all aspects of the entire operations team functions.
- To continually review internal procedures and make recommendations for continuous improvements based on observations and staff feedback.

**To develop and maintain efficient administration work processes to ensure the requirements of the GSPO are achieved.**

- Ensure all Lifeguards retain and maintain appropriate qualifications and competencies as 100% current.
- To be the key driver of the Watch Around Water program and ensure all staff are trained and well versed on the Policy.
- In conjunction with the Health and Safety Representatives, conduct hazard identification and risk assessments,
- Assist the Operations Team to maintain the Risk/ Hazard register
- manage all Pool Safety Assessments

**To implement initiatives across the portfolio that ensure the highest level of supervision and emergency response is achieved**

- Develop, maintain and regularly review the Lifeguard Deployment plan across all three aquatic facilities
- Ensure all supervision requirements of the GSPO are achieved
- Assist the Duty Manager Team Leader to facilitate Emergency Management Training
- assist other teams in upskilling staff on the practice of Emergency Management

**Ensure administrative systems are well managed, followed, developed and achieving the best results for the Operations team**

- Work with the Leisure Facilities & Assets Officer to ensure minimal disruption during any Capital works
- Respond to Customer feedback as required
- Assist the Operations Coordinator with regular reporting and analysis on all incidents/accidents/near misses across the facilities
- Ensure that venues are clean and inviting at all times
- Ensure that venues are safe to the public, staff and external contractors at all times

**ACCOUNTABILITY AND EXTENT OF AUTHORITY**

The Lifeguard Team Leader is directly accountable to the Operations Coordinator by providing efficient and effective assistance in the coordination and implementation of operations functions and the evaluation, development and improvement of the Lifeguard team.

To provide leadership within the Lifeguard team.

Consult frequently with and report regularly to the Operations Coordinator to ensure adherence to goals and objectives.

### **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.
- Role model a safety and risk management culture, and minimise risk to self and others and support safe work practices through ensuring adherence to legislative requirements and Council policies and procedures.
- Initiate or support the development and training of appropriate safe work practices for all new processes or equipment.
- Conduct on-site safety and risk training and inductions.
- Identify hazards, assess, report and investigate incidents, train staff and where practicable, resolve any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Ensure consultation with staff on OH&S issues as early as practicable, and include Safety and Risk in all team meeting agendas.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.
- Demonstrate leadership in reducing Yarra's emissions and building a climate resilient future by embedding climate considerations into all of Councils activities.

### **At Yarra Every Job is a Climate Job**

Acting on the climate emergency requires that we change the way we think, make decisions, and prioritise action. We must embed proactive climate responses in the ways we govern, live our lives, and conduct our work. Every choice we make today and into the future will have an impact; this is true for Council and the community.

Acknowledging the scale of this crisis, at Yarra we are committed to ensuring that every job is a climate job meaning that each staff member will play a key role in shaping our climate response.

### **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:
  - Accountability
  - Respect
  - Courage

## **JUDGEMENT AND DECISION MAKING**

The Lifeguard Team Leader is expected to exercise judgement in applying established procedures and practices to the day to day coordination and implementation of the leisure facilities.

The Lifeguard Team Leader is also required to exercise judgement in evaluating and recommending to the Operations Coordinator improvements to Leisure Facilities operation.

Exercise judgement over behaviour of patrons, ensuring all operations related complaints are dealt with in a timely manner.

The Lifeguard Team Leader is required to evaluate and recommend to the Operations Coordinator improvements to pool deck operations, systems and procedures, particularly in the area of supervision, staff training and development.

Exercise discretion and judgement in assessing risk associated with operational situations and determine reasonable but effective risk controls

Guidance and advice is usually available within time to make a choice.

## **SPECIALIST KNOWLEDGE AND SKILLS**

- Knowledge of RLSSA operational guidelines.
- Detailed understanding of the Guideline for Safe Pool Operation (GSPO) and requirements to maintain Platinum Pools Accreditation
- High-level understanding of a Pool Lifeguard deployment plan and supervision
- Extensive understanding and application of IT skills and ability to manage such systems
- Knowledge and working understanding of the OH&S Act and experience in managing contracted external providers.
- Excellent communication and problem solving skills.
- Experience of staff selection, evaluation and review techniques.
- The ability to write internal reports and to draft correspondence.
- The Lifeguard Team Leader will comply with City of Yarra, Recreation & Leisure 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.

## **MANAGEMENT SKILLS**

- Skills in leading a large team of staff across multiple venues, with the ability to set deadlines, performance manage and mentor.
- Develop and lead comprehensive communication mediums and devices, whilst ensuring all stakeholders are effectively communicated with
- Ability to plan and organise workloads
- The ability to apply logical thinking in order to solve difficult problems which may arise occasionally.
- Ability to communicate and provide leadership around change in an environment of resource constraint.
- Ability to initiate improvements to public relations procedures and techniques.
- Ability to immediately and effectively manage operational and safety crises at any point in time.
- All staff shall be aware of the Yarra Leisure Integrated Management policies and procedures covering quality, operational health and safety and environment. All staff are responsible for identifying service non-conformances as described in the service non-conformance procedure.

## **INTERPERSONAL SKILLS**

- Well-developed written communication skills in order to prepare and present comprehensive concepts and materials to a wide audience.
- Highly developed oral communication and presentation skills.
- Ability to work with a large team
- Ability to represent yourself, the centre, branch and council in a polite, courteous and professional manner.
- Ability to work with individuals, groups, and user groups, to achieve a mutually beneficial outcome.

## **QUALIFICATIONS AND EXPERIENCE**

### **Essential:**

- Leisure/Aquatic Industry Experience
- Previous Experience leading a large team of staff.
- Pool Operators Certificate
- Provide First Aid
- Current Pool Lifeguard Award
- Current WWCC

### **Desirable:**

- OH&S qualifications
- Experience in a similar role.

## **KEY SELECTION CRITERIA**

- Demonstrated experience leading large teams across a number of venues in the Aquatics and/or Leisure industry.
- Demonstrated experience in fostering a positive, empowering and participatory team culture, through the application of effective leadership, communication and management skills.
- Excellent administrative experience including managing staff and rosters, reporting on maintenance and equipment issues, purchase ordering and other administrative functions.
- Demonstrated thoughtful and considered understanding of the customer needs and expectations as it pertains to public aquatic facilities, local governments and community standards.