Lifeguard	
Position Number:	500298
Directorate:	Advocacy and Community Services
Department:	Leisure Services
Reports to:	Aquatic Supervisor
Classification:	LSO Band 3
Employment Status:	Casual
Location:	**Seymour Sports and Aquatic Centre / Kilmore Leisure Centre** – all employees may be directed to move either permanently or for temporary periods to other offices within the Shire due to operational requirements.
Date created/amended:	April 2018
Employee signature:	Date: / /

About the Organisation

Mitchell Shire

All employees at Mitchell Shire are expected to provide the highest standards of performance and customer service to ensure Council achieves its Vision, Values and meets organisational objectives.

Vision

Together with our Community, create a sustainable future.

Values

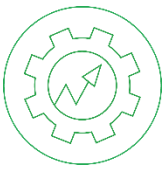
Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:


Working Together


Respect


Customer Service Excellence


Accountability


Continuous Improvement

Structure

Mitchell Shire Council is broken into three Directorates being:

> Governance and Corporate Performance
> Development and Infrastructure

> Advocacy and Community Services

About the Role

Objectives

> To perform a range of duties associated with efficient and effective usage and day to day operations of aquatic facilities

> Support the provision of a safe environment for patrons

> To ensure that the Centre operates in a clean, hygienic and safe manner in accordance with health regulations and public safety requirements

Key Responsibility Areas

> Represent Mitchell Leisure Centres in a professional manner

> Report all incidents, accidents and any other matters relating to the efficient operation of the Centres

> Maintain a safe and pleasant environment for members and guests and other staff

> Where a uniform is provided, ensure it is maintained in a clean, tidy and presentable condition and is worn at all times whilst on duty

> Administer first aid and complete all necessary documentation when required

> Have an understanding of pool treatment regulations and Health and Safety standards; complete pool tests as required

> Carry out general duties as directed, including tasks on the aquatics checklist and daily register

> Ensure any issues or problems that arise are dealt with in accordance with Mitchell Leisure Centre's policies and procedures and guidelines for safe pool operations

> Undertake pool attending duties to support the aquatic service, including:

- Ensure age limits for the aquatic area use is observed
- Ensure lane ropes are in place, are adjusted to correct tension and are used for lap lane swimming purposes
- Ensure correct storage of equipment
- Ensure patrons do not intrude into area designated for swimming lessons
- Ensure orderly behaviour and safety of patrons in all aquatic and surrounding areas.
- Ensure the accessibility of all exits

- Implement emergency/first aid/resuscitation procedures as required
- In accordance with the documented procedures, perform a range of cleaning maintenance duties so as to ensure the hygienic and presentable condition of pool area, change rooms and associated facilities

About You

Key Selection Criteria

1. Sound knowledge in aquatic service and program knowledge
2. Knowledge and understanding of swimming pool chemicals and maintenance equipment.
3. General knowledge of OH&S, manual handling, hazardous substances and dangerous goods
4. Strong swimming and rescue skills including knowledge of water safety, first aid, resuscitation, rescue techniques and public safety requirements
5. Ability to handle difficult situations, including emergencies calmly and decisively
6. Approachable, positive attitude and the ability to lead by example
7. Physical fitness and manual handling skills for the purpose of carrying out a range of activities

Qualifications and Experience

Essential

> Current level 2 first aid Unit code HLTAID003,

> Current CPR

> Current Employee Working with Children Check

> Current Pool Lifeguard qualification.

> Willingness to undertake National Police Check

Desirable

> Anaphylactic certificates

> Defibrillation

> Pool Operation Certificate

Position Requirements

Accountability and Extent of Authority

> The Lifeguard is accountable to the Team Leader Aquatics

> Undertake designated activities to ensure that the aquatic facility operates within health regulations and that Guidelines for Safe Pool Operations are followed

> Work is performed within specific guidelines and under general supervision

> The Lifeguard has the authority to enforce Mitchell Leisure Centre's conditions of use regarding the safety and orderly behaviour of patrons

> Maintain relevant records of tasks, activities and issues that have arisen during the shift

Judgement and Decision Making

> The incumbent is responsible for making decisions relating to the day to day lifeguard duties at the Mitchell Leisure Centre where work is being performed

> The objectives of the role are clearly defined with procedures clearly documented

> Guidance and advice will always be available, however in the event of a safety crisis the incumbent must have the ability to initiate the appropriate response, depending on the situation

Specialist Skills and Knowledge

> Strong swimming and rescue skills including knowledge of water safety, first aid, resuscitation, rescue techniques and public safety requirements

> Ability to solve minor customer problems and complaints in a fair and equitable manner;

> Knowledge and understanding of swimming pool chemicals and maintenance equipment.

> General knowledge of OH&S, manual handling, hazardous substances and dangerous goods

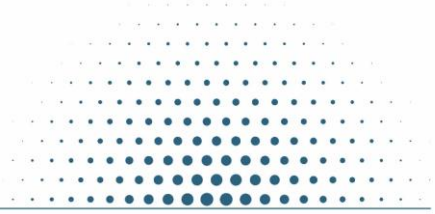
> Physical fitness and manual handling skills for the purpose of carrying out the duties of the role

> Demonstrated commitment and capacity to work flexible hours to reflect the operational requirements of the service

> Knowledge of Mitchell Leisure Services emergency procedures

Management Skills

> Ability to handle difficult situations, including emergencies calmly and decisively



> Ability to remain focused during challenging periods including peak service delivery

Interpersonal Skills

> Ability to follow instructions and guidelines

> Approachable, positive attitude and the ability to relate to the patrons in a friendly, helpful manner

> Strong people skills, including the ability to gain the cooperation of patrons in the administration of safety requirements

> Good written communication skills for the purpose of completing routine work forms, including experience in Microsoft Office and centre management software (Links)

> Well developed teamwork skills

> Display confidence and flexibility in service delivery and the execution of tasks

Appendix A - Conditions of Employment and Responsibilities

Agreements, Legislations and Awards

Employment conditions for all employees are in accordance with the relevant award, employment contract, industrial agreement, organisational policies and procedures as amended.

Current Certified Agreements at Mitchell Shire Council are:

> Mitchell Shire Council Enterprise Agreement No 6 2014-2017
> Early Education Employees Agreement 2016

Current Awards at Mitchell Shire Council are:

> Victorian Local Authorities Award 2001
> Nurses (ANF Victorian Local Government) Award 2002
> National Training Wage Award 2000

Asset Management

Employees are expected to familiarise themselves with and abide by the Council's Asset Management policies, plans and strategies.

Charter of Human Rights Compliance

Council employees should demonstrate, respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:

> Making decisions and providing advice consistent with human rights
> Actively implementing, promoting and supporting human rights

Child Safe Standards

Mitchell Shire Council is committed to ensuring the implementing of Child Safe Standards within our organisation. As such:

> All children, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background, have equal rights to protection from abuse and neglect
> There is zero tolerance for all forms of abuse and neglect towards children
> All allegations, concerns and complaints brought to the attention of Mitchell Shire Council will be taken seriously and acted upon in a timely manner and reported to the relevant authority
> Best practice standards will apply in the recruitment of staff, volunteers and contractors
> People engaged in child-related work, including volunteers and contractors, are required to hold the applicable Working with Children Check and to provide evidence of this check
> A statement of our commitment to child safety requirements is included in induction
> Mitchell Shire Council have risk management strategies in place to identify, assess, and take steps to minimise risks to children
> Allegations of abuse, neglect and safety concerns will be recorded using incident reporting systems, including investigation updates
> All personal information considered or recorded will respect the privacy of the individuals involved under the Privacy Act and the best interests of the child will be considered when sharing information with relevant authorities and agencies

Corporate Recordkeeping Responsibilities

Mitchell Shire employees should demonstrate the following;

> Understanding records management obligations and responsibilities
> Making and keeping accurate and complete records of business activities and decision making
> Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters
> Ensuring the quality and accuracy of the data used or entered on Council databases and systems
> Destruction of Council records are not to occur without authority from the Corporate Information Department.

Code of Conduct

The Code of Conduct outlines standards of conduct and behaviour that must be demonstrated by all Mitchell Shire Council employees, volunteers and contractors. You need to familiarise yourself with the Code and observe its provisions. Breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

Corporate Induction

You will be required to attend a Corporate Induction within your first month at Council, commencing at 9am at Mitchell Shire Council Civic Centre on a date to be advised.

The People and Culture team also conduct quarterly bus tours of the Shire. This gives new employees the opportunity to see the shire in full and be familiar with our sights and operations.

Customer Service

Customer Service Excellence is one of Mitchell Shire Council's values and therefore staff are required to;

> In accordance with Council's Customer Service Procedure, be proactive in the delivery of services ensuring that quality customer service is provided always whether the communications are delivered personally, electronically, written or by telephone with the customer
> Ensure a high quality customer focused service at all times
> Contribute to excellence in service delivery and present a positive image for Council
> As required, maintain effective and co-operative communication with all customers, community groups/organisations, business, Council and other Government authorities
> Provide service in accordance with Council's Customer Service standards

Drivers Licence

If you are required at any point to drive a council or personal vehicle for business use, it is a condition of employment that a current Driver's licence is maintained. *Loss of your driver's licence may result in the termination of employment.* If your driver's licence is suspended or cancelled you must inform your manager immediately.

Emergency Management

As part of the duties associated with this position, the incumbent may be requested to assist Mitchell Shire Council in responding to an emergency, should one arise, affecting the operation of council and/or the wellbeing of the Community.

Hours of Work

It is appropriate that you arrange your ordinary hours of duty with your Manager to meet the demands of the position. Mitchell Shire Council offers flexible working arrangements (where operationally viable) to encourage work life balance. A standard full time employee works 76 hours per fortnight (this varies depending on department), with additional hours each day if a monthly ADO is being accrued.

Accrued Day Off (ADO) and Rostered Day Off (RDO)

An ADO/RDO is applicable for some positions, with the following arrangement;

Monthly ADO
A Monthly ADO is available to full time staff. As a full time indoor staff member, the standard working day is 7.6 hours. By working an additional .4 hours per day, you are able to accrue one day off per month. For full time library staff, the standard working day is 7 hours. By working an additional 0.36 hours per day, you are able to accrue one day off per month.

ADO's must be taken at a mutually convenient time. Your Manager will approve when the ADO is to be observed, based on service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Fortnightly ADO
A 9-day fortnight generally applies to outdoor staff. This is accrued by working 8.5 hour days for 9 days per fortnight, with the 10th day being the RDO. Your Manager will determine and roster the day that is to be observed to suit service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Motor Vehicle

Where a position is allocated a **full private use vehicle** entitlement, the employee may opt to take a cash option of their vehicle allowance and utilise their own private vehicle.

Where a position is allocated **commuter use of a council vehicle**, that vehicle is not to be utilised for any personal use without prior arrangement from the Director.

More information on Vehicle and Travel allowances can be found in the Motor Vehicle Policy.

Policies and Procedures

The terms of the Council's policies are not incorporated as terms of this Agreement and are not intended to create any legally enforceable rights on the part of the Officer, but the Officer must abide by them because they are lawful and reasonable directions of the Council.

Pre-Employment Checks

Your employment is dependent upon successful completion of a National Police Check prior to commencement. The cost of this check will be borne by Mitchell Shire Council.

Working with Children Checks are compulsory for some staff, and must be provided prior to commencement. These are to be maintained at the employee's own expense.

A Pre-Employment Medical Check *may* be conducted on staff, to ensure they are able to operate in their role safely and effectively.

Qualifications Required for the Role

It is a condition of your employment that you maintain the qualification and memberships that are identified in the Position Description. The cost of maintaining those qualifications and memberships will be borne by the employee. Any Continuing Professional Development (CPD) hours required to maintain your qualification and memberships are to be undertaken outside of normal working hours.

Qualifying Period

All employees are required to complete a six-month qualifying period from the commencement of their employment. Management shall assess employees' performance on the job, including the satisfactory achievement of the performance objectives set in the employee's commencement plan, skills and knowledge represented, the commitment to and how the employee's work reflects the core values, attendance, and cultural fit.

Management shall determine during the qualifying period whether the employee has/is successfully achieving the requirements of the role. Where, in the opinion of management, the employee will not or has not successfully achieved these requirements, employment may be terminated during the qualifying period.

Recognition of Prior Service

Recognition of Prior Service can be made for those employers listed as applicable under the Local Government (Long Service Leave) Regulations 2012.

An application for RPS must be made to the payroll department on your Employee Registration Form upon commencement (no later than 2 months after commencement).

Payroll

Payment of salary is made on a fortnightly basis (currently every second Wednesday), by electronic transfer to your nominated financial institution account.

Risk Management and Occupational Health and Safety

Council Employees should comply with Occupational Health and Safety Legislation, Risk Management requirements and all Council policies, procedures and guidelines. This includes (but is not limited to) the following:

- Perform all duties in a manner which demonstrates due care for your own and others health and safety
- Comply with Risk and OHS documentation and legislative requirements
- Identify and report hazards, risks, incidents or health and safety issues as soon as possible.
- Participate in Risk, Safety and Health Initiatives including investigations, implementation of corrective actions, risk assessment or return to work arrangements.
- Wear and maintain all issued personal protective equipment.

Superannuation

Council will contribute to the Vision Super Scheme or an approved superannuation fund of your choice on your behalf at the rate of 9.5% of the base salary offered (excluding staff who have agreed a Total Remuneration Package (TRP)). This contribution amount is in addition to (not deducted from) your base salary.

Types of Employment

Employees should be aware that Mitchell Shire Council employs staff on several types of employment contract. This includes the following types;

Casual Employees will be employed on an hourly basis to work on an intermittent or irregular basis. We cannot guarantee set hours of work. In order to manage our casual staff, we undertake periodic database checks. Any casual employee who has not worked within that period may automatically be removed from the system.

The hourly rate of a casual employee includes the 25% loading in lieu of annual leave, personal leave, public holidays and severance entitlements.

Part Time Employees can work hours in addition to their contracted hours. These hours will be paid at ordinary rates. Employees can work ordinary rates to a maximum of 38 hours within a week, for library staff 35 hours. Any hours worked in addition to maximium hours will be paid at overtime rates or time in lieu will be calculated in accordance with the Enterprise Agreement, Award and policy as amended from time to time.

Variances to Duties

In line with operational requirements of Council it may be necessary, to vary your work duties and/or position description. Such changes would be discussed with you prior to initiation and will be compliant with the nature of the work for which you were employed.

You may be required to work from or relocate to any Council work site within the Council municipality depending on operational requirements.