

# Position Description

## Position Title

**Senior Lifeguard**

## Location

Westland Recreation Centre

## Contract Type

Permanent Part Time

## Date

20/04/2023

## How we make a difference (Our Values)



Be the Customer



Think excellence



Do the right thing



Be Integrity



Lead, together

## Grey District Council Services



**Chief Executive**



**Executive Office**  
Mayor & Leadership Support  
People & Capability



**Operations**

Business & Contracts  
Utilities & Infrastructure  
Transport & Infrastructure



**Corporate Services**

Finance  
Information, Communication &  
Technology



**Community**

Community & Recreation  
Communication &  
Engagement



**Economic  
Development &  
Regulatory**

Building Control  
Regulatory Services

# Position Details

## Purpose of Position

The primary purpose of this role is to work as part of the support group to assist in ensuring the success of the WRC and other recreation facilities with the focus on being a customer driven, clean, well-managed facility, with a high-quality of service delivery.

To provide a high standard of supervision of the Westland Recreation Centre and Spring Creek pools to ensure safety of users and to prevent accidents, emergencies and hazards from occurring.

Ensure consistent and professional conduct of lifeguard team with quality delivery of services in an aquatic environment that maximises the experience for customers. In the absence of the Manager/Supervisor, take on a leadership role to deal with any issues that may arise in a professional and constructive manner.

Other duties include undertaking water sampling in the prescribed manner, analyse such water samples as per prescribed procedure, record results and report variances to the Manager/Supervisor. Assist the Manager/Supervisor in dealing with all aspects of the maintenance and operation of all plant and equipment associated with the facility.

## Key Relationships

### Responsible to

Westland Recreation Centre Supervisor (Support Group)

### Responsible for

Nil

#### Internal

- Executive Leadership Team Members
- Community & Recreation Services Team
- All Council Staff
- Mayor and Councillors

#### External

- Facility customers
- Members of the public
- Parents/caregivers

## Limitations on Authority

This position has no staff or financial responsibilities. However, the Council may from time to time delegate to the officer specified powers and duties which must be exercised with due care and diligence.

## Key Result Areas

### KPI (area of responsibility)

### Measure (successful when)

#### Senior lifeguard Leadership

- To provide leadership to the lifeguard team, motivating staff to excel in delivery of services.
- Ensure maximum productivity and good time management of lifeguards.
- To provide on-the-job training for staff as required.
- Management of the pool area when Manager/Supervisor is not in attendance, deferring potentially significant matters that cannot be resolved to the Community Development Manager for guidance and instruction.
- Conduct regular meetings with the lifeguard team.
- Regular opportunities for discussion with individuals are provided, focussed on problem solving and seeking solutions where issues are raised.
- Comply with Pool Safe, Council and Health and Safety standard operating procedures and policies to ensure personal and customer safety in the workplace.

- The lifeguard team is inspired and committed to contributing to team and facility success.
- Staff conduct is professional at all times.
- Rosters are prepared in advance and communicated/circulated to Lifeguards within agreed timeframes.
- Effective supervision ensures staff are consistently attentive and vigilant while on duty.
- Lifeguards are inducted and trained to a high standard.
- Resolves routine issues professionally and competently in accordance with defined procedures.
- Will seek advice/instruction from the Manager/Supervisor when a significant matter arises.
- Conduct regular meetings with Lifeguards in a purposeful and communicative manner, meeting notes recorded and issues raised or actions required are followed up and resolved in a timely manner.
- Lifeguard / staff issues or concerns are reported to the Manager/Supervisor.
- Demonstrates safe work practices at all times and in accordance with all Pool Safe and Council health and safety procedures and policy.

#### Lifeguard Functions

- Proactively supervise the pool environment and customers to identify and prevent incidents, emergencies and hazards from occurring.
- Demonstrate knowledge of aquatic supervision and rescue techniques and respond to incidents and emergencies using techniques that minimise possible harm to casualties and others in the pool environment, including yourself.
- Maintain an appropriate level of water fitness and current Lifeguard qualification, including current First Aid Certificate.
- Attend all staff meetings and facilitate training sessions as required and agreed upon.
- Perform duties effectively as an integral part of the overall team.

- Application of lifeguard standards are applied consistently and no justifiable incidents occur due to lack of supervision.
- Responses to incidents and emergencies comply with training provided and appropriate procedures.
- Pool environment remains safe and enjoyable for users.
- Behaves as a positive and contributing team member.
- Evidence of water fitness is maintained and displayed.
- It is the position holder's responsibility to ensure that qualifications are current and up to date. Effective participation in supporting management initiatives and overall aquatics activities.
- Continuously improving activities and daily operations at WRC and other facilities.

#### Customer Service

- Provide a professional, friendly and informative service to customers, ensuring agreed standards of service are delivered to both external and internal customers.
- Uphold conditions of entry and enforce pool rules by educating customers who are behaving in an unsafe manner or displaying unacceptable behaviour in an authoritative, respectful and professional manner.
- Meet user and public expectations as a lifeguard regarding personal appearance, customer relations and general knowledge of services and facilities.

- User experience is both safe and enjoyable.
- Breaches of pool rules by users are quickly addressed and minimised.
- Interaction with customers impacts positively on their behaviour, ensuring a safe environment is maintained and accidents prevented.
- No justifiable reports of inappropriate communication from lifeguards.
- Pool rules are enforced fairly and consistently.
- Lifeguard uniform is kept clean and presentable.

## KPI (area of responsibility)

## Measure (successful when)

### Hygiene Functions

- Ensure all areas of pool hall, changing facilities, office, plant room, toilets, barbeque and children's play area are kept in a clean and tidy condition.
- Cleaning of the changing rooms and other aquatic areas to a high standard and as directed.

- No or minimal complaints are received from users and members of the public.
- Changing rooms and other aquatic areas will pass a close inspection and achieve a high hygiene rating.

### Water Quality and Maintenance

- Conduct pool tests according to correct procedures and ensure results are recorded in the appropriate register.

- Any deviations from 'normal' expectations are reported to Aquatic Supervisor immediately.
- Water samples are taken and analysed at the intervals as per the procedures prescribed.
- The results of water sampling are recorded in appropriate register.

## Person Specification

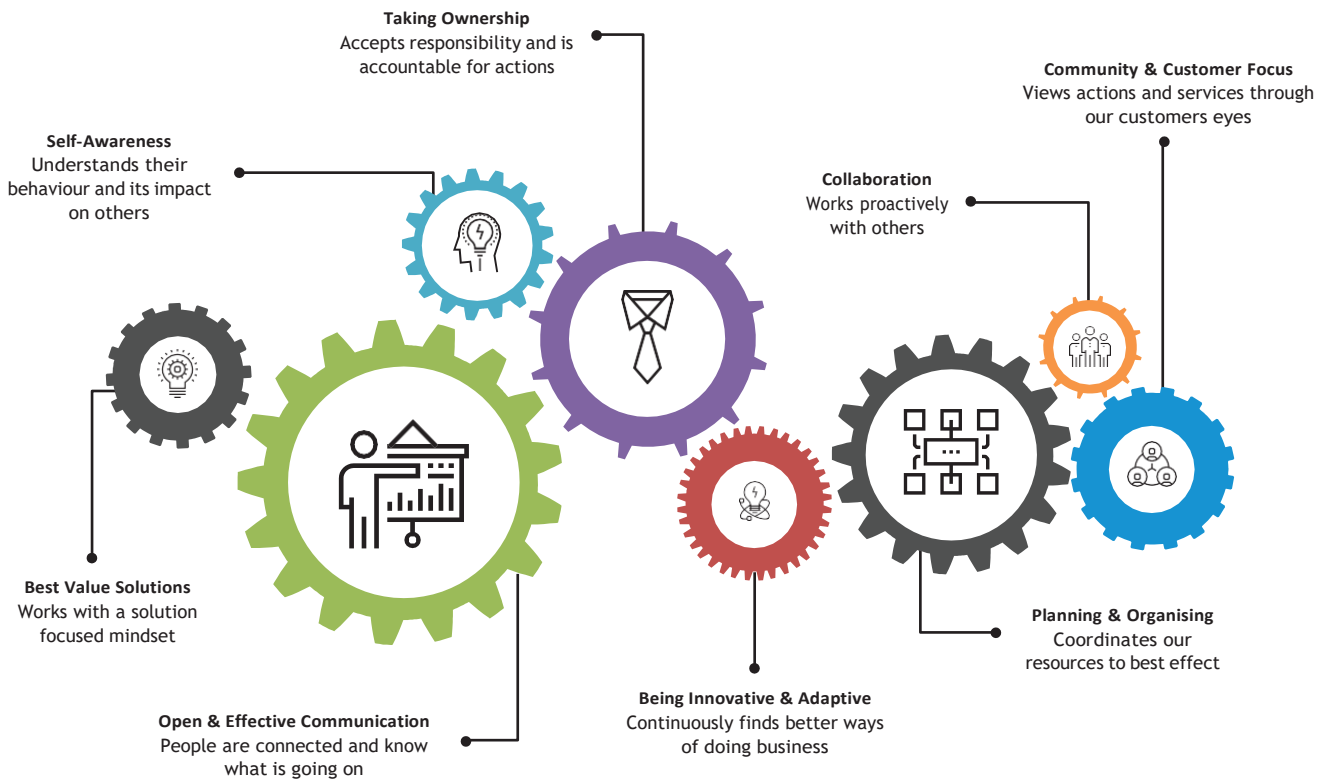
### Qualifications and Experience

- Hold a current Pool Lifeguard Practicing Certificate
- Hold a First Aid Certificate (Level 2)
- Demonstrated maturity and physical capability
- Proven ability to lead by example and to motivate others
- Experience in a customer service environment
- Good level of computer literacy

### Personal Attributes

- Be a reliable and contributing team member with great communication skills
- Ability to deal with a wide range of people (including children) with sensitivity and diplomacy
- A successful candidate should be capable of dealing with the public in a confident, calm and friendly manner
- Be available to work all shifts of the roster – weekdays, weekends, day and late shifts
- Criminal record checks are mandatory as the successful candidate will be working with young children
- Good communication skills and the ability to remain calm and focused in an emergency are essential
- Applicants should be aged over 16 years

# Core Competencies



## Key Requirements for all Council Staff

- ✓ Embrace the Council's values and continuously seek self-improvement regarding our Core Competencies.
- ✓ Take reasonable care for the health and safety of yourself and others at GDC (including visitors, volunteers, contractors, and general public). Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents in the workplace are reported.
- ✓ Manage information of all activities within the Council's corporate business and information systems according to information management policies and procedures.
- ✓ Participate in Civil Defence training programmes and exercises and assist effectively in Disaster Recovery and Business Continuity Planning.
- ✓ Perform other duties as required to support your team, group, and Council as a whole.

## Position Description Approval

From time to time it may be necessary to consider changes in the Position Description in response to the changing nature of our work environment – including technological requirements or statutory changes.

**Position Description Approved  
By Group Manager**

**Date**

**Position Description Accepted  
By Position Holder**

**Date**