

# Position Description

## Position Title

**Lifeguard**

## Location

Grey District Council

## Contract Type

Permanent Part Time

## Date

18/12/2024 (internal review Feb 2024)

## How we make a difference (Our Values)



Be the Customer



Think excellence



Do the right thing

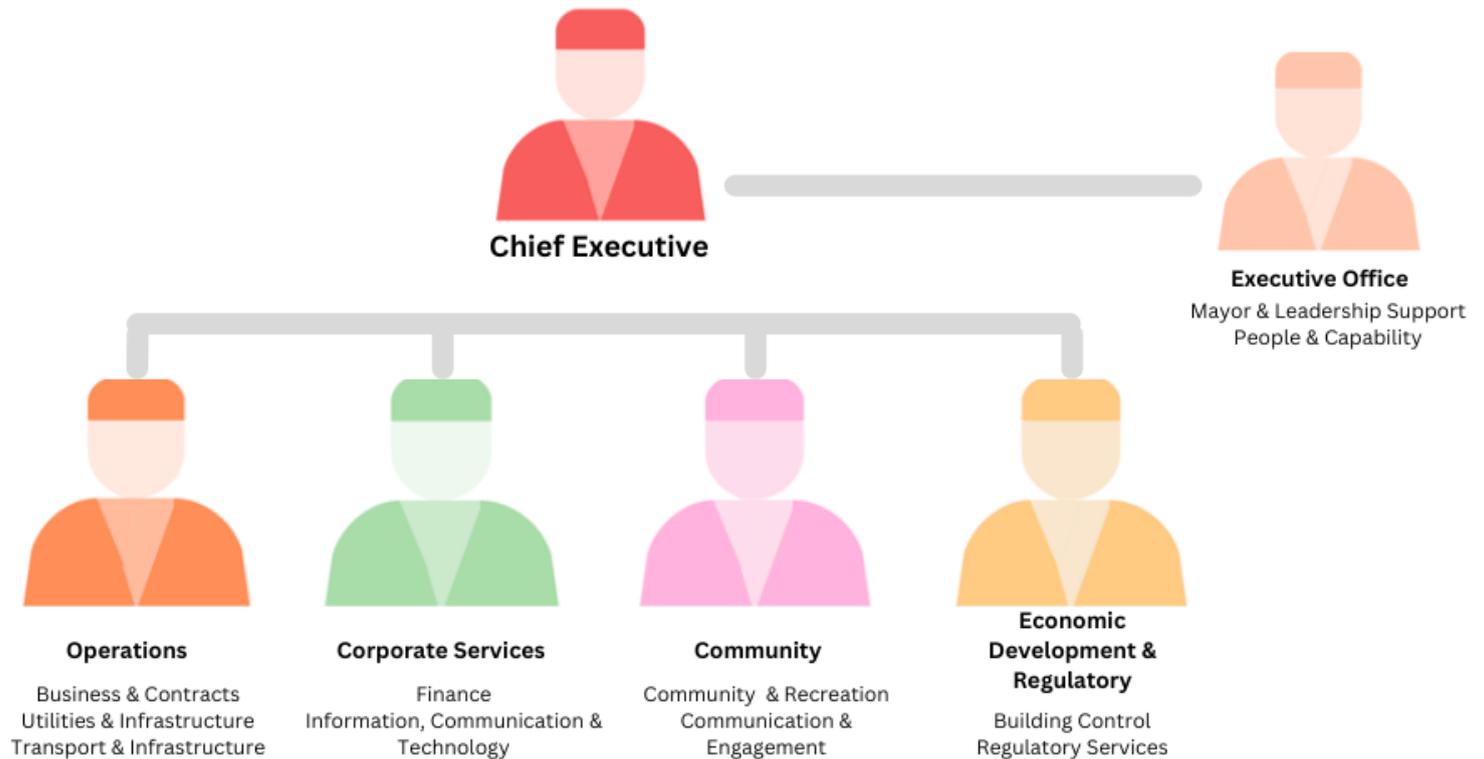


Be Integrity



Lead, together

## Grey District Council Services



## 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 Westland Recreation Centre with the focus on being a customer driven, clean, well-manged facility, with a high quality service delivery.

This position provides a high standard of supervision of the pools to ensure safety of customers and to prevent accidents, emergencies and hazards from occurring.

Deliver consistent and professional conduct as part of the lifeguard team to ensure quality delivery of services in the aquatic environment as per national standards and policies and processes.

## Key Relationships

### Responsible to

Aquatic Coordinator, Westland Recreation Centre Supervisor (Community)

### Responsible for

Nil

#### Internal

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

#### External

- Facility Customers
- Members of 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)

#### Customer Service

- Maintain high levels of customer service under all conditions and promote a 'customer first' solution based culture
  - Provide professional, friendly and informative information to customers
  - Take proactive, preventative steps to ensure the use of pools are a safe and enjoyable environment for customers.
  - Ensure pool facilities, as a whole, maintain cleanliness and positive presentation.
  - Ensure conditions of entry are upheld and procedures are followed.
- Customers receive support and assistance as required, promptly and professionally.
  - Customers follow all pool rules, and any breaches are quickly addressed and minimised.
  - Engagement with customers are positive, educational to ensure a safe environment is maintained and accidents prevented.
  - No justifiable reports of inappropriate communication from lifeguards.
  - Pool rules are enforced fairly and consistently.
  - Customers leave satisfied, enjoyed a positive experience.
  - Facilities are clean, hygienic and well presented.
  - All staff are uniformed and presented professional and tidy.

#### 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 others and yourself in the pool environment.
  - Maintain a high level of water fitness and current lifeguard qualification, including a current First Aid certificate.
  - Attend all staff meetings and lifeguard 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 a lack of supervision.
  - Response 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 aquatic activities.
    - Continuously improving activities and daily operations at WRC.

#### Hygiene Functions

- Ensure all areas of pool hall, changing facilities, office, plant room, toilets, barbeque and children's play area are kept clean and tidy.
  - Cleaning of the changing facilities and other aquatic areas to a high standard as directed.
- No or minimal complaints are received from users and members of the public.
  - Changing rooms and other aquatic areas will pass 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 appropriate register.
- Any deviations from 'normal' expectations are reported to Senior Lifeguard immediately.
- Water samples are taken and analysed at the intervals as per the procedures prescribed.
- The results of water sampling are recorded in

## Education / Qualifications

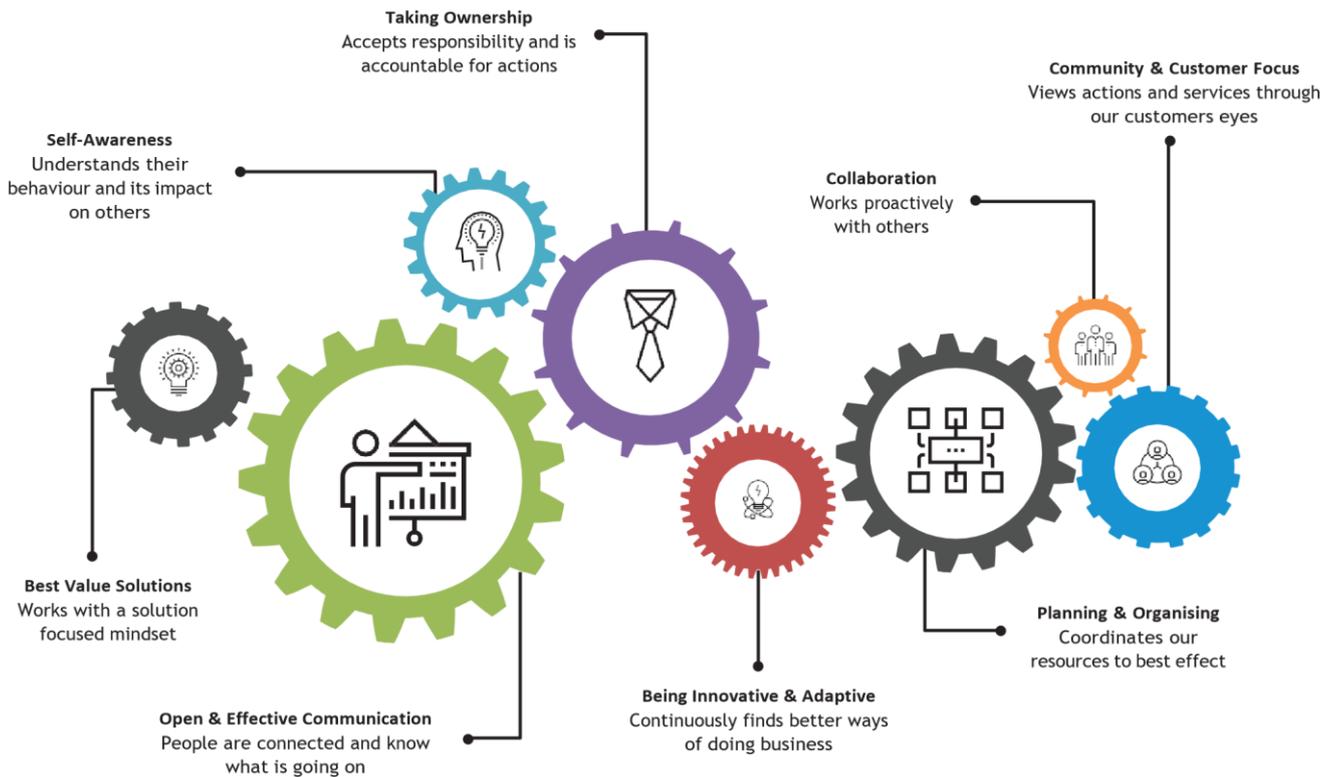
- Hold a current Pool Lifeguard Practising Certificate or willing to obtain
- Hold a First Aid Certificate (Level 2) or willing to obtain
- Demonstrate maturity and physical capability
- Proven ability to lead by example and to motivate others
- Good level of computer literacy

## Personal Attributes / Professional Competencies

- Be reliable and punctual
- Ability to deal with a wide range of people (including children) with sensitivity and diplomacy
- Capability to deal with the public in a confident, calm and friendly manner
- Be available to work all shifts as per the roster – weekdays, weekends, day and late shifts
- Criminal record checks are mandatory as the successful candidate will be working with young children and vulnerable members
- Good communication skills
- Applicants should be aged 16 years and over

**NOTE:** This position description is a broad outline of the key activities and responsibilities for this position. Key responsibilities may vary from time to time, at the request of the Community and Recreation Services Manager to accommodate the operational needs of the team.

# 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 Date**

*(Group Manager / Manager)*

**Position Description Accepted by Date**

*(Position Holder)*