

Position Description: Lifeguard

POSITION DETAILS

Position grade	Grade 3		
Position type	Various		
Reports to	Aquatic Operations Supervisor		
Department	Assets, Capital and Facilities		
Job function group	Operations		
Staff reporting responsibilities	Nil	Budget responsibility	Nil

Our purpose is to provide valuable services that strengthen and support the Cumberland Community. Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

In contributing to the overarching vision, the Pool Lifeguard will assist the Aquatic Operations Supervisor to provide patrons and hirers of Cumberland City Council Aquatic Centres with high-quality customer service and a clean, safe, friendly and well-presented facility. This is achieved through the effective supervision and evaluation of Councils aquatic facilities to ensure safety, quality and professional operation that exceeds industry standards.

QUALIFICATIONS AND EXPERIENCE

Essential

- Current Working with Children Check (WWCC)
- Current Pool Lifeguard Licence
- Current HLTAID011 Provide First Aid
- Current HLTAID009 Provide cardiopulmonary resuscitation (CPR)
- High level of interpersonal and customer service skills

Desirable

- Aquatic Technical Operations Certificate (or willingness to obtain)
- Certificate IV Community Recreation
- Experience using leisure management software
- Supervisory experience in a similar role

EMPLOYMENT SCREENING CHECKS

- ☐ Qualification/s verification
- ☐ Working With Children's Check

DUTIES AND RESPONSIBILITIES

- Active lifeguard and pool supervision across the facility always, ensuring the behaviour of all customers is conducive to the provision of a safe and enjoyable experience.
- Ensure the provision of a safe, professional, functional, well presented and clean aquatic environment, implementing standard operating procedures where applicable.
- Work a seven-day rotating roster to suit the Operational needs of the Aquatic Centres.
- Able to work across all Cumberland Council managed Aquatic Centres as and when required.
- Maintain a high level of communication with the Aquatic Operations Supervisor at all times.
- Respond to emergencies in accordance with your training.
- Perform water rescues where required, in accordance with your lifeguard training and be prepared to enter the water at any time if required.
- Timely completion of all Aquatic Centre daily operations task checklists when requested.
- Respond to and manage first aid and other incidents within the centre and assist with the completion of the relevant incident report forms in a timely manner.
- Act in accordance with the current Guidelines for Safe Pool Operation.
- Always adhere to Councils' policies and procedures and each Aquatic Centres Operational Management Plans.
- Ensure the facility is set up for aquatic based programs or bookings in accordance with the daily booking schedule when requested.
- Assist to ensure that Aquatic Centres are clean, presentable and maintained to the highest level.
- Perform cleaning and ground maintenance using the correct equipment available on site, such as mowers, whipper snippers, edgers, and vacuum cleaners when requested to ensure the Centres are well presented and clean.
- Promptly advise the Aquatic Operations Supervisor or Aquatic Centre Team Leader of any faulty equipment following appropriate reporting systems.
- Perform general administrative duties such as membership sales, equipment set-up and pack-up, dealing with customer complaints and member feedback, cash-handling and program bookings
- Collect customer feedback and report any patterns, concerns or incidents to the Aquatic Operations Supervisor or Aquatic Centre Team Leader
- Provide front line customer service to external customers over the telephone, in person and in writing including the provision of information, processing and cashiering
- Respond positively, efficiently and diplomatically to the needs of Council's customers in a timely manner.
- In the absence of the Aquatic Operations Supervisor, be able to step up and fulfil the role.



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- Assist with overseeing the induction of new staff as and when required.

YOUR CORPORATE ACCOUNTABILITIES

Work Health and Safety (WHS)

- In accordance with Council's Work Health and Safety Statement, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have sited this statement.
- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to Safe Work Method Statements, Safe Work Procedures, WHS Policies/Statements, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Comply with any reasonable instructions from Council's Managers in compliance with the WHS Roles and Responsibilities Procedure
- Wear all personal protective equipment (PPE) applicable to this position and comply with Council's Personal Protective Equipment Procedure
- The Executive Managers, Managers, Coordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively implemented within their areas of control, to support all under their immediate control and hold them accountable for their specific responsibilities.

Child Safe Organisation

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions and will implement all necessary measures to ensure a safe and supportive Council environment, which endeavours to promote child safe, child friendly practices.
- If this position is designated as child related as defined by the Office of the Children's Guardian, you will be required to hold a valid Working with Children Check (WWCC) if over the age of 18. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.
- If this position is not currently designated as child related, Council may review this at any time and choose to amend the position to be designated as child related. Employees will be duly notified if this was to occur.

Fraud and Corruption Prevention

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to their Manager, Director, or Council's Internal Ombudsman in the first instance, who is obliged to inform the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.



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- Comply with Council's ethical conduct, risk management and policy frameworks and Fraud and Corruption Control Plan and Policy.
- Follow and implement any risk based controls and procedures identified for the Business Unit to help prevent and detect any fraudulent and corrupt activity.

Customer Service

- Cumberland City Council are committed to striving for the delivery of excellent customer service. All employees will be held accountable to provide excellent service and the highest level of professionalism whilst performing the duties outlined in their position description.
- To contribute to this customer service oriented culture, it is expected that all employees respond to customer enquiries via all channels of communication relevant to your position, including phone calls, emails and requests/applications tasks via Council's customer request management system. You will also be expected to provide information in a timely, accurate and reliable manner in your position to ensure you deliver a positive customer experience.

SIGNATURE AND ACCEPTANCE OF POSITION

Employee name

Employee signature

Date of acceptance



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