

Position Description

POSITION TITLE:	Pool Lifeguard
POSITION NO:	4163
DIRECTORATE:	Infrastructure Services
DEPARTMENT:	Leisure, Health and Wellbeing
SECTION:	Maribyrnong Aquatic Centre
CLASSIFICATION:	Band 3
LOCATION:	1 Aquatic Drive, Maribyrnong 3032
DATE:	April 2024

ORGANISATIONAL RELATIONSHIPS

Reports to:	Lifeguard and Aquatic Events Team Leader
Supervises:	Nil
Internal Liaisons:	All MAC Team members, all Council employees.
External Liaisons:	Facility booking groups and stakeholders, and members of the public and residents.

ORGANISATIONAL VALUES:

Employees at Maribyrnong will be guided in their behaviour and conduct in the delivery of its services by Council's values of Respect, Courage and Integrity.

Respect	The promotion of inclusiveness, empathy, communication, good will.
Courage	The promotion of innovation, considered risk, creativity, problem solving, initiative, accountability, responsibility.
Integrity	The promotion of honesty, loyalty, ethical behaviour, trustworthiness.

PRIMARY OBJECTIVES OF POSITION:

To provide high quality professional lifeguarding services and a safe environment to all members and patrons at Maribyrnong Aquatic Centre

To provide excellent frontline customer service in a poolside role

To maintain pool deck operational control by completing daily proactive and preventative actions

DUTIES AND RESPONSIBILITIES

Supervision and Safety:

- Implement and ensure adherence to the following at all times:
 - Operations – Lifeguard Supervision Plan
 - 'Watch Around Water' Policy
 - 'MAC Shift Cover' Policy
 - MAC Conditions of Entry

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements, Guidelines for Safe Pool Operations and Council policies and procedures.
- Coordinate safe lane allocation and boom movement for lap swimmers, programs, bookings and events.
- Ensure personal attendance to quarterly In-Service Training, yearly Emergency Evacuation Training and other mandatory training sessions as required.
- Ensure all mandatory qualifications such as Pool Lifeguard, Provide First Aid and Working with Children Check are maintained and current at all times.
- Proactively educate all customers and when required enforce the 'Watch Around Water' policy and the sauna, spa & steam etiquette and rules.
- Immediately implement conflict management principles including difficult but honest conversations with patrons to ensure all patrons are safe at all times.
- Ensure in all aquatic areas hazards are reported in a timely manner to the Centre Supervisor
- To monitor patron behaviour ensuring all patrons adhere to the MAC's code of conduct.
- Identify and lead Major Incident response procedures for aquatic area major incidents.
- Act as an area warden in the event of an emergency and facilitate safe evacuation procedures at all times
- Provide first aid attention to all patrons requiring assistance when practical, ensuring adherence to safe practices and considering child safety at all times.
- Ensure at all times that pool supervision and patron safety is not compromised by distraction, fatigue or monotony.
- Be informed and utilise Lynxight technology as a supervision tool on pool deck, whilst still ensuring all regular supervision expectations and strategies are maintained to the highest degree

Customer Service:

- Uphold outstanding customer service standards in accordance with MAC standards and City of Maribyrnong customer service standards.
- Actively engage with customers as they enter the poolside and exit the poolside.
- Respond to all queries in a courteous, enthusiastic and helpful manner, referring complex or lengthy queries to customer service.
- Refer complaints and /or disputes to the Centre Supervisor as required.
- Maintain a neat and professional appearance in accordance to MAC's uniform policy at all times.
- Ensure all information provided to the customer is accurate, timely and delivered in line with MAC's guidelines and standards.
- Encourage customer feedback relating to our centres programs and facilities providing a prompt and suitable response or solution when possible.
- Maintain a good knowledge of MAC's products and services and maintain sound understanding of MAC's programs, services, terms, conditions, policies & procedures.
- Support Maribyrnong Aquatic Centre organisational initiatives and strategies as required.

Operations:

- Implement cleaning maintenance duties to ensure the hygienic and presentable condition of the pool area, change rooms and associated facilities, in accordance with the documented cleaning procedures.
- Ensure all rules and regulations regarding housekeeping responsibilities and sauna, steam and spa checks are met and signed for.
- Complete daily tasks, and ensure completed and signed off upon completion on the IMS program
- Ensure the maintenance of all pool deck, aquatic, spa, sauna, steam and changeroom areas in a clean and hygienic condition.
- Ensure all pool surfaces are free of debris, litter, algae and other pollutants.
- The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skill, competence and training.

Organisational Responsibilities:

- Adhere to the Victorian *Occupational Health and Safety Act 2004*, Council's Occupational Health and Safety Policy and Council's Contractor Health and Safety Policy including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.
- Consider and preserve their own safety and the safety of those around them while at work. This includes following health and safety guidelines and procedures, and using protective clothing or equipment provided, at all required times. Employees must immediately report any injury, near miss, damaged equipment or any other hazard observed in their workplace.
- Familiarise themselves with, and adhere to, Council's Risk Management policy and program and the application of sound risk management practices within the workplace and community.
- Practice and promote Council's Equal Opportunity and Respect at the Workplace principles and policies by treating fellow employees and our customers fairly and equitably and without discrimination, harassment or bullying.
- Promote a positive image of Council to members of the public through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Provide information and support to senior employees and stakeholders as required, keeping accurate and complete records of activities related to the role.
- Perform work within specific guidelines, policies, procedures and under general supervision.
- Seek assistance for decisions on any matter which could have an effect on Council's public reputation policies and procedures.
- Ensure quality, quantity and time efficiency of their work, identifying potential problems and hazards and initiating appropriate action to rectify or reporting to supervisor.
- Consult with supervisor and obtain appropriate approval before committing to any expenditure.
- The Lifeguard has the authority to enforce the MAC's conditions of use regarding the safety and behaviour of patrons

JUDGEMENT AND DECISION MAKING

- Perform work under general on-site supervision, exercising own judgement in undertaking the specialised work of the role including selection of equipment, methods or processes to complete tasks.
- Work within Council's established administration systems, policies and procedures.
- Act under the guidance of the supervisor. Guidance and advice are always available.

SPECIALIST SKILLS AND KNOWLEDGE

- Knowledge of the legal and legislative requirements of the role, within the team and the wider organisation.
- Ability to operate technology and systems related to the role; including Lynxight, IMS, LMS and UKG.
- The ability to effectively work with a lifeguard team to achieve the highest possible outcomes in the case of an emergency situation.
- The ability to effectively impart their knowledge of water safety and supervision to patrons.

MANAGEMENT SKILLS

- Basic skills in managing time, planning and organising own work in order to set objectives and establish priorities to efficiently perform work.
- Ability to provide timely resolution of problems and make decisions regarding daily allocation of resources.
- Ability to assist, where necessary, other staff to ensure smooth operation of the centre.

INTERPERSONAL SKILLS

- Written and oral communication skills.
- Ability to contribute to workplace improvements programs and team discussions.
- Ability to provide customer service to the public quickly and positively.
- Ability to work in a team environment.
- Aptitude to provide guidance, advice and training on routine technical, procedural or administrative matters to other employees.
- Demonstrated ability to support and work with diverse communities

QUALIFICATIONS AND EXPERIENCE

Mandatory:

- Current Pool Lifeguard Certificate
- Senior First Aid Certificate (HLTAID011).
- Resuscitation Certificate (HLTAID009)
- Current Working with Children Check – Employer Version.
- No relevant criminal record found in a Police Check.

Desirable:

- Experience as a Pool Lifeguard, or working within an aquatic leisure facility
- Aquatic Technical Operations Qualification

KEY SELECTION CRITERIA

- Mandatory qualifications as listed above.
 - Regular availability to work over a span of days and hours between 05:30am and 22:30pm on weekdays and 07:45am and 21:30pm on weekends.
 - Demonstrated experience in providing sound customer service in a busy, fast paced work environment
 - Knowledge of pool supervision, water safety, first aid, resuscitation, rescue techniques and public safety requirements and an ability to follow set policies and procedures.
 - Sound communication and conflict resolution skills with the ability to interact with a diverse range of customer and community members/groups
 - Experience in contributing to and fostering a positive, empowering and participatory organisation team culture.
 - Experience working with diverse communities
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CONDITIONS OF EMPLOYMENT: In addition to the terms and conditions of Council's Enterprise Agreement and the requirements listed in this Position Description, there are policies and procedures that apply to your employment and require your diligent compliance. These policies and procedures are formulated by Council for the efficient and fair administration of employment and other business matters and can be amended from time to time. However, such policies and procedures are not deemed to be incorporated into your employment conditions, nor are they intended or deemed to impose specific contractual obligations on Council.

The following signatures are required to indicate understanding, agreement and approval of the position description.

Employee:

Date:

Manager/
Coordinator:.....

Date: