

POSITION DESCRIPTION

POSITION: Professional Ocean Lifeguard (Level 2)	
DIRECTORATE: City Planning and Communities	GROUP: Events, Sport and Cultural Services
SECTION: Community Facilities	REPORTS TO: Team Leader Lifeguard Services
GRADE: C	EMPLOYMENT TYPE: Permanent Part-time and Casual
HOURS/WEEK: Various	POSITION No.: Various
DATE: September 2025	

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

The City Planning & Communities Directorate is focused on planning and providing for a thriving and vibrant regional city with active, connected and engaged communities. The Directorate is responsible for delivering our sporting and cultural facilities, along with providing strong land use planning frameworks to support appropriate development and building activity across the City. **THE**

GROUP/SECTION

Our Events, Sport & Cultural Services Group ensures the effective delivery of community focused functions, including library, museum, gallery and theatre facilities, as well as pool and lifeguard services, whilst delivering high quality local, state and international events including the management of the City's sporting facilities

POSITION OBJECTIVES

The Professional Ocean Lifeguard (Level 2) is responsible for delivering professional lifeguard services across the City's designated beach locations as rostered or directed. The role ensures the ongoing maintenance of high standards of beach safety, including the prevention and response to incidents, provision of public safety advice, and adherence to relevant City policies, procedures, and legislative requirements.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

- Support the leadership and management by:
 - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
 - Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
 - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
 - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
 - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

- Manage all facets of operations at individual beach locations, including but not limited to: administration of pre-hospital care, signage, surf conditions, marine animals, pollution, cleanliness, public relations, daily administration and education, use and maintenance of equipment, and surveillance.
- Supervise and maintain areas designated by flags in a state free from use of hard boards, surf craft and/or motored craft at all times.
- Where appropriate qualification is held, respond to and assist relevant agencies in emergency response and/or disaster management.
- Maintain a professional and courteous relationship with the public at all times.
- Report regularly to the Team Leader and Senior Lifeguard – Operations on all matters pertaining to the ongoing service supplied.
- Assist in the provision of the City's beach safety education and public programs.
- Promote Coffs Harbour as a holiday destination.
- Support the Group's customer service, public programs and outreach activities as required.
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS

Internal

- Team Leader – Lifeguard Services
- Senior Lifeguard – Operations
- Senior Lifeguard – Programs
- Other Lifeguard Services Team members
- City of Coffs Harbour Leadership team.

External

- External partners and providers, including Surf Life Saving volunteers and emergency services
- Members of the public.

OTHER POSITION REQUIREMENTS

- Based on a 38 hour week, the ordinary hours of work will be between 06:00 and 18:00 Monday to Sunday. Actual start and finish times within this span will be arranged with your People Leader in accordance with the service roster.
Shift penalties in accordance with the Award will apply for ordinary hours worked at the following times:
 - Weekdays outside of 06:00 - 18:00 shift penalty 20%
 - Saturday shift penalty 50%
 - Sunday shift penalty 100%.
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- Subject to operational requirements you may be required to be on-call outside of normal hours, with payment as per the Award.
- This position engages in child related work and requires a Working with Children Check
- This position will be provided with the following vaccinations:
 - Hepatitis A, B, C
 - Tetanus
- This position is located at Coffs Harbour LGA designated beach locations with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position may on occasions be required to work outside of the City area for extended periods. Appropriate allowances or reimbursement will be provided.
- This position involves working in a predominantly outdoor environment where a varying range of temperatures, weather conditions and walking surfaces may be experienced. The position requires a moderate level of aerobic and physical fitness to undertake regular physical activities such as walking, lifting, pulling, pushing along with the capacity to maintain normal manual handling tasks across the work day – depending on the nature of the tasks undertaken. The use of relevant work method statements and appropriate WHS standards are an integral part of the role. A full functional and medical assessment is required for this position.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Current Australian Professional Ocean Lifeguard Award Level 2 (or equivalent) and/or the ability to perform and pass all course competencies.
- Demonstrated experience working as a Professional Ocean Lifeguard
- Current Provide First Aid (HLTAID011)
- Current Provide Advanced Resuscitation and Oxygen Therapy (HLTAID015)
- Current Working with Children Check
- Current Class C Drivers Licence.

Desirable

- Current Personal Watercraft (PWC) Licence.
- Certificate III Public Safety (Aquatic Search & Rescue).

CAPABILITIES

Interpersonal and Communication

- Well-developed interpersonal and communication skills, both oral and written.
- Ability to engage effectively with the community, team members, supervisors, and partner agencies.
- Demonstrated experience in delivering high levels of customer service and maintaining professional relationships with the public.

Teamwork and Collaboration

- Demonstrated ability to work effectively within a team environment.
- Ability to follow direction, contribute to team goals, and report effectively to supervisors.

Technical and Operational

- Demonstrated ability to maintain effective surveillance of beach operational areas and ensure compliance with flagged safety zones.
- Knowledge and practical experience in using communication devices such as handheld radios and mobile phones.
- Experience with daily operations including patrol set-up, preventative actions and surf rescue, pre-hospital care, beach safety signage, equipment maintenance, environmental monitoring, and public education.

Emergency and Safety

- Knowledge of emergency response and disaster management protocols, with the ability to assist relevant agencies where qualifications permit.
- Strong situational awareness and observation skills for ensuring public safety.
- Sound judgment and decision-making skills in high-pressure and emergency situations.
- Understanding of workplace health and safety responsibilities in a beach environment.

Personal Attributes

- Flexible and adaptable, with the ability to undertake a variety of tasks within the scope of training and operational needs.

**Position Demands Analysis
Professional Ocean Lifeguard (Level 2)**

EXPOSURE RATING TABLE					
No exposure	Low Exposure		Medium Exposure		High Exposure
0 hrs daily	0-2 hrs daily		2-4 hrs daily		4-8 hrs daily
0	1		2		3
PHYSICAL REQUIREMENTS					
All lifting to be undertaken using effective risk based manual handling techniques					
Sedentary work Lifting 0 - 4.5kg	1	Elevating arms above shoulder height	1	Climbing to access / exit excavations	0
Light work Lifting 4.5 - 9.1kg	1	Extend arms for reaching	1	Kneeling for extended periods	1
Medium work Lifting 9.1 - 22.7kg	1	Sitting for extended periods	1	Crawling	0
Heavy work lifting 22.7 - 45.5kg	1	Standing for extended periods	2	Balancing	1
Repetitive Lifting	1	Walking for extended periods	2	Hearing above background noise	3
Pulling Loads > 5kg	1	Walking on uneven ground	3	Depth perception	1
Pushing loads > 5kg	1	Frequent bending / stooping	3	Colour vision	1
Lifting with trunk twisting	1	Shovelling / digging	1	Fine manipulation	1
		Throwing	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	0	Dust Mask / Respirator	0	Reflective vest	0
Hard hat	0	Protective eyewear	1	Breathing Apparatus (BA)	0
Ear plugs / muffs	0	Gloves	0		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	0			Odours / Mists / Fumes	1
Liquids	1			Possible exposure to sharps	0
Herbicide spraying	0			Possible exposure Q Fever	0
Pesticide spraying	0			Possible exposure to Tetanus	1
Gases / Vapours	1			Possible exposure to Hepatitis A, B, C	1
Working with solvents	0			Possible exposure to blood / bodily fluids	1
				Possible exposure to plant pathogens	0
PHYSICAL/PSYCHOLOGICAL					
Inside work	1	Working near machinery	2	Slippery surfaces	1
Outside work	3	Operating machinery	2	Low light areas	0
Confined spaces	0	Vibration	0	Shift work	0
Working alone	1	Working at heights	0	Use of computer for screen-based activities	1
Working with hot substances	0	High Temperatures > 38 degrees	1	Prolonged Driving (periods > 2hrs)	0
Working with cold substances	0	Low Temperatures < 3 degrees	0	Violence/aggression from customers	1
Noisy work areas	0	Fatigue	1	Threat / attack from animals / wildlife	1