Mid Murray Council – Position Description

POSITION TITLE:	Pool Lifeguard
DEPARTMENT/SECTION:	Development & Community Services Cambrai Swimming Pool
CLASSIFICATION:	Local Government Employees Award ME Grade 4(1) Casual
DATE APPOINTED:	TBC

Position Objectives:

- Provide supervision and care to patrons of the Cambrai swimming pool.
- Contribute to a range of support and maintenance activities which ensure the Cambrai swimming pool and surrounds operate in compliance with Work Health and Safety Legislation, Regulations, Practices and Standards.
- Observe, adhere and comply with safe work practices, including Work Health and Safety Legislation, Compliance, Codes of Practice and related responsibilities.
- Communicate professionally with a range of external parties, including schools/educational institutions, the community and the general public.

Key Responsibilities:

<u>Cambrai Swimming Pool Supervision and Lifeguarding</u>:

- As required, provide swimming instruction and participate in various swimming campaigns and events.
- Contribute to the supervision of patrons of the Cambrai swimming pool to ensure the safety of the public. Direct pool supervision includes:
  - Identifying and providing advice to swimmers in the adoption of safe swimming practices.
  - Identifying special needs patrons and providing appropriate manual handling or care techniques.
  - Encouraging responsible behaviour and respect for the needs of other patrons.
  - Provide specific supervision in the use of inflatable play equipment.
- Assist with controlling a range of inappropriate and/or unsafe behaviours or acts of users of the Cambrai swimming pool and surrounds.
- Respond to emergencies as required, providing first aid or initiating other necessary action in the event of injury or illness.

- On an as required basis, provide support and undertake other duties on a multifunctional basis across all areas of the Cambrai swimming pool. Such activities may include any of the following:
  - Customer service/administration;
  - Special events/parties/games; and
  - Promotions and marketing campaigns.
- Report on stock levels of material for daily operations to the Supervisor.
- Participate in internal training and education programs.
- Other duties within the scope of the position and as directed by the Strategic Community Development Officer.

Pool and Grounds Maintenance:

- Assist with a range of activities and overall maintenance which ensure the Cambrai swimming pool area is clean, tidy and is operationally safe. In particular, contribute to the following activities:
  - Contribute to maintaining the premises to an acceptable and presentable level, through routine duties and additional cleaning, as required; and
  - Monitor and maintain pool water quality through water testing and routine inspections.
- Promptly report any issues or faults affecting plant room systems, pool infrastructure or other equipment to the Supervisor.
- Ensure property is secured and locked at the conclusion of operating hours.

Customer Service:

- Undertake role responsibilities to reflect exceptional customer service principles and practice.
- Money handling, including the sale of memberships and fees relating to pool attendance.
- Record keeping, including the collation of daily attendance numbers and memberships.
- Respond appropriately and professionally to enquiries and requests arising from contact with members of the community and the general public.
- Identify and report any matters or issues related to Council's infrastructure which may require attention.

Safe Environment:

- Comply with the Mid Murray Safe Environments - Children and Other Vulnerable People Policies, Procedures and Code of Conduct.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that a child has been or is being abused or neglected, if the suspicion is formed in the course of your work whilst carrying out official duties.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that an aged and/or vulnerable person has been or is being abused or neglected, if the suspicion is formed in the course of your work whilst carrying out official duties.
- Seek advice and support from your Supervisor or Child Safe Officer if a notification is required.
- Advise your Supervisor or Child Safe Officer if there is a change in your criminal history status and complete a Department of Human Services Working With Children screening every five (5) years, unless more regular screening is required for legislative purposes.

Requirements of the Position:

Qualifications/Mandatory Credentials:

- A current Pool Lifeguard qualification and experience which will demonstrate the ability to undertake the position (RLSSA preferred).
- Be 18 years old or above.
- Department of Human Services Working With Children Check (WWCC).
- Child Safe Environment certificate (Mandatory Notification equivalent).
- Current National Police Clearance.
- First Aid Certificate.
- Current Class C driver's licence.
- Aquatic Technical Operations qualification and experience (desirable).

Experience:

- Experience in patron behaviour management and control.
- Experience in money handling.
- Experience in record keeping.

Skills:

- High level communication skills to respond and interact appropriately, including liaison, negotiation and information sharing with other staff, team members, patrons of the pools and members of the community, and general public.
- Problem solving skills and the ability to assist with the resolution of client and patron complaints.
- Ability to identify and address safety risks, hazards and dangerous practices related to water safety numeracy and accuracy.
- Strong commitment to the provision of high-level customer service and contributing constructively to building and maintaining sound community relationships.
- Sound work ethics, including the ability to work cooperatively with Management, Supervisors and staff.

Knowledge:

- Knowledge of Child Protection and Mandatory Reporting Policies, Procedures and protocols.
- Knowledge of legislation, codes and standards relevant to the function.
- Knowledge of local government's role in the community and the inter-relationship between local, state and federal government.
- An understanding of and commitment to:
  - Equal Opportunity Policy and Procedure;
  - Human Resource Management Policies and Procedures; and
  - Work Health and Safety Policies and Procedures.

Attributes:

- Demonstration of a high level of positive personal attributes and/or ethics including:
  - Motivation;
  - Enthusiasm;
  - Commitment to professionalism;
  - Commitment to quality customer service;
  - Discretion, diplomacy and tact; and
  - Ability to maintain confidentiality.
- Facilitates collaborative relationships and partnerships.
- Fosters innovation and continuous improvement.
- Committed to equity, diversity and fair treatment.
- Work within established guidelines and procedures.
- Works effectively as part of a team.

Reporting Relationships:

- The Pool Lifeguard reports to the Strategic Community Development Officer.
- The Pool Lifeguard will act under the direction of the Strategic Community Development Officer.

Special Conditions:

- The employee must always gain the approval of the Chief Executive Officer prior to engaging in paid work other than their Council position that conflicts or may conflict with their position with the Council, as required by the Contract of Employment.
- The employee is required to complete a confidential Conflict of Interest Disclosure Statement as soon as they become aware that they may have an actual or potential conflict of interest, ie when the employee has private interests which could improperly influence the performance of the duties and responsibilities associated with their position.
- This position is a prescribed position relating to children and vulnerable persons. The incumbent is required to undergo a criminal history check and undertake regular mandatory reporting training.
- Out of hours and weekend work is required.
- Requirement for the Pool Lifeguard to be physically fit.

Employee Obligations:

1. Work Health and Safety Responsibilities:

Employees:

Assist in the provision of a safe working environment for all employees of Council in accordance with the *Work Health & Safety Act 2012* by:

- Performing duties, in accordance with the Regulations, Council's Codes of Practice, Policies and Procedures.
- Participate in safety training in consultation with the WHS & Risk Management Coordinator.

- Assist with regular audits of work procedures, equipment and workplaces.
- Monitor work, health and safety within the area of responsibility.

As a legal obligation under the WHS Act, each employee must:

- Take reasonable care to protect their own health and safety at work.
- Take reasonable care to ensure that their acts or omissions do not adversely affect the health and safety of other persons.
- Ensure that correct use is made of all equipment provided for health and safety purposes.
- Comply, so far as reasonably practicable, with any reasonable instruction that is given to ensure his or her safety.
- Comply with any reasonable WHS Policy or Procedure relevant to their work.
- Ensure that they are not under the influence of alcohol or a drug (including legal medications) that can impair their ability to carry out the role in a safe manner. There is a zero tolerance for any illicit/illegal drugs and alcohol whilst engaged by Council in this role.
- Report all accidents, or near misses, to their Supervisor, and report or make such recommendations to their Supervisors as they deem necessary to avoid, eliminate or minimize any hazards of which they are aware regarding working conditions/methods.
- Be encouraged to participate in the election of Work Health & Safety Representatives.
- Participate in the RTW process if injured at work as set out in the *Return to Work Act 2014*.
- Keep their work area tidy.
- Ensure the appropriate protective clothing (PPE) is worn at all times and is suitable for the duties being undertaken.
- It is expected that all Council employees are fit for the inherent job requirements and physical demands of their appointed position, and will remain so during the course of their employment, in line with reasonable work, health and safety expectations and relevant policies and procedures.
- As an employee of Council, you have an obligation to report any health or safety issues so that early intervention can be engaged, leading to appropriate medical treatment, where required, and identification and provision of reasonable accommodations, where possible.

2. Employee Behavioural Standards:

In respect of personal conduct:

- Be ethical and conscientious in the performance of official duties and exercise care in the use of official information.
- Comply with Council's Employee Behavioural Standards, Customer Service Charter, Service Standards and Guidelines.
- Exercise care in the use of Council equipment and facilities.
- Exercise courtesy, consideration and sensitivity in dealing with members of the community, residents, ratepayers and fellow employees.

3. Performance Standards:

Performance will be assessed on the following criteria:

- The efficient and timely completion, at the standard required, of all duties for which this position is responsible.
- Annual Performance Appraisal.

- The degree of customer service and good relations in dealing with residents/ratepayers requests and other employees.
- Abiding by Work Health and Safety requirements.
- Compliance with Council's Customer Service Charter, Service Standards and Guidelines.
- Compliance with Council Policies including, Fair Treatment and Human Resource Policies.
- Personal conduct and ethics.

4. Training:

- Undertake training and development courses, events and activities as required, to develop and maintain personal and professional knowledge and skills relevant to the role and Council.

5. Performance Reviews:

- All employees are required to participate in the regular review of their performance in accordance with the terms of their Employment Contract. Performance criteria will be based principally from the incumbent's responsibilities and obligations contained in this Position Description.

6. Records Management:

- Compliance with Council's Electronic Records Management Policy.

Review:

- This Position Description is subject to regular review and may be revised from time to time to meet operational requirements.

Incumbent: Signature:	TBC ……	Date commenced: Date:
This position is responsible to: Signature:	Strategic Community Development Officer ……	 Date:
Reviewed:		Date: 02/11/2026