

<b>Job title:</b> Lifeguard	
<b>Classification:</b> Band 2	<b>Effective Date:</b> October
<b>Reports to:</b> Operations Coordinator (AQBH) Operations Coordinator (AQN)	<b>Tenure:</b> Permanent/Casual

## About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



## CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

### Collaboration

We work flexibly together to achieve outcomes and solve problems.

### Respect

We actively listen, value diversity and care.

### Excellence

We adapt, respond, learn and grow.

### Accountability

We take responsibility and follow through on our promises.

### Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

## Goal Statement

The position will perform lifeguard duties and supervise Centre patrons to assist in the delivery of quality aquatic services and ensure a high level of patron safety.

## Key Responsibilities

### *Position Specific Responsibilities*

- Supervise activities in all pools to ensure the safety of patrons and respond to first aid and emergency situations in accordance with Centre procedures.
- Provide high quality customer service in accordance with Centre policies.
- Ensure appropriate equipment set up for patron usage according to booking schedule.
- Monitor pool lane allocation and adjust in accordance with Centre procedures.
- Conduct water testing and reporting in accordance with Centre procedures.
- Monitor and report on stock and consumables as required.
- Positively promote the Centre and its programs.
- Treat all patron information in accordance with the Privacy Act.
- Conduct routine cleaning and maintenance tasks to ensure the pool areas are clean and maintained to a high standard.
- Actively participate in discussions regarding programs and service improvements.
- Act as Area Warden in emergency evacuations as required.
- Assist with general stadium duties as required (Aqualink Box Hill only).

### *Corporate Responsibilities*

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Adhere to professional standards as set out in Guidelines for Safe Pool Operations (GSPO) published by Royal Life Saving.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

## Accountability and Extent of Authority

**Budget:** Nil

**Staff responsibility:** Nil

## Judgement and Decision Making

- The position has the authority to act within clearly documented operational guidelines. Any issues that arise that are outside the ordinary day to day responsibilities of the position are referred to the Duty Manager.

## Selection Criteria (Essential)

### *Qualifications/Certificates/Licences and Experience*

- Pool Lifeguard Award.
- Level 2 First Aid Certificate.
- CPR Qualification.
- Satisfactory National Criminal History Check.
- Current Working with Children Check. (\*)

### *Interpersonal*

- Oral and written communication skills to enable positive interaction and effective customer service with patrons and other employees.
- Capacity to provide professional, attentive customer service to all patrons.

### *Leadership/management:*

- Ability to work as part of a team and individually under routine supervision.
- Ability to provide on the job training based on skills and experience.

### *Notes and comments:*

- The position includes inherent physical requirements. Please refer to the Physical and Functional Requirements Checklist for more information. Short listed candidates may be required to attend a pre-employment medical examination.
- Employees must be able to successfully complete the physical requirements as set out in Guidelines for Safe Pool Operations (GSPO) published by Royal Life Saving.
- The position may be required to attend out of hours meetings and mandatory training sessions.
- The position may be required to work from different locations within the municipality.
- The position may be required to work shifts anywhere within the Centre's ordinary spread of hours:
  - Monday to Friday 4.30am – 11.00pm
  - Saturday 4.30am – 8.30pm
  - Sunday and public holidays 7.00am – 8.30pm

(\*) Employees under the age of 18 are exempt from requiring a Working with Children Check. However, the exemption ceases to apply the day they turn 18.

Therefore, these employees need to have applied for a WWCC on the day they turn 18. Receipts should be submitted to the Operations Coordinator by the employees 18<sup>th</sup> birthday.

*Key Selection Criteria:*

1. Required current qualifications/certificates under Selection Criteria (Essential)  
– Qualifications/Certificates/Licences and Experience.
2. Oral and written communication skills to enable positive interaction and effective customer service with patrons and other employees.
3. Capacity to provide professional, attentive customer service to all patrons.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		2-4 times bet shift	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms		2-4 times per shift	
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.		2-4 times per shift	
<b>Standing</b> Tasks involve standing in an upright position		Constant 5+ times per shift	
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height		2-4 times per shift	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects		Constant 5+ times per shift	
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another		2-4 times per shift	
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body		2-4 times per shift	
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.		Rarely performed	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence		Constant 5+ times per shift	

**Any other relevant comments:**