



# LIFEGUARD - POOL

## POSITION PROFILE

<b>Division</b>	Shire Services	<b>Status</b>	Permanent part time
<b>Unit</b>	Sutherland Shire Leisure Centres	<b>Salary Grade</b>	Grade 2
<b>Reports to</b>	Duty Officer, Senior Duty Officer, Specialist Aquatics Operations, Operations Team Leader	<b>Date Reviewed</b>	February 2021

## STRATEGIC INTENT

Promote and ensure public safety within the Sutherland Leisure Centres Business Unit.

## POSITION PURPOSE

- Ensure the safety and well-being of all customers utilising the Sutherland Shire Leisure Centre's Aquatic facilities.
- Respond to emergency situations.
- Ensure all designated duties are fulfilled within the appropriate time frame.
- Ensure equipment is set up and packed away for the relevant activities.
- Supervise staff and shifts when required.
- Ensure all requirements of the position are carried out as required by the Specialist Aquatics Operations, Senior Duty Officer or Duty Officer.
  
- To respond directly and enthusiastically to customer suggestions.

## POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
Pool Lifeguard standards are maintained in compliance with Sutherland Leisure Centres procedures and RLSS guidelines.	<ul style="list-style-type: none"> <li>▪ Follow and comply with all Sutherland Leisure Centres operating procedures.</li> <li>▪ Follow and comply with all Sutherland Leisure Centres emergency procedures.</li> <li>▪ Comply with RLSS GSPO.</li> <li>▪ Maintain safety to the public and co-workers.</li> </ul>
Customer service standards maintained.	<ul style="list-style-type: none"> <li>▪ Follow and comply with Councils and Sutherland Leisure Centres customer service policies and procedures.</li> <li>▪ Deliver excellent customer service.</li> </ul>
Maintenance of hygiene and cleaning requirements.	<ul style="list-style-type: none"> <li>▪ Schedules, checklists and recording completed to maintain standards.</li> </ul>
Maintenance of plant and pool water quality.	<ul style="list-style-type: none"> <li>▪ Schedules, plant log and recording completed to comply with NSW Health guidelines.</li> </ul>

## SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> <li>Senior First Aid Certificate.</li> <li>Pool Lifeguard Licence (RLSS).</li> </ul>
	Desirable	<ul style="list-style-type: none"> <li>Pool Operators Certificate or equivalent.</li> <li>Drivers licence.</li> </ul>
Experience or skills	Essential	<ul style="list-style-type: none"> <li>Experience supervising small teams, as well as diverse groups of people of all ages, ethnic origins and abilities.</li> <li>Effective oral and written communication skills.</li> <li>Cleaning and maintenance of hygienic conditions.</li> <li>Minor maintenance of buildings and grounds.</li> <li>Experience in management and treatment of injuries.</li> </ul>
	Desirable	<ul style="list-style-type: none"> <li>Cash handling experience.</li> <li>Knowledge of NSW Health Standards for public swimming pools and spas.</li> <li>Experience dealing with contractors and ensuring work is carried out satisfactorily.</li> <li>Previous experience working within a customer service industry.</li> </ul>

## CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> <li><b>Decision making:</b> Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them.</li> <li><b>Goals oriented:</b> Works to achieve self-set goals, taking on challenging tasks when necessary in order to achieve them.</li> <li><b>Critical thinking:</b> Ability to make decisions, examine work activities and work under pressure.</li> <li><b>Communication skills:</b> A high degree of motivation and communication skill together with the ability to supervise small teams and direct staff.</li> <li><b>People skills:</b> Have a positive attitude at all times, support and foster good public relations.</li> <li><b>Team focussed:</b> Are able to work as a team member and liaise effectively with staff at all levels within a work environment.</li> <li><b>Personal attributes:</b> Highly motivated, reliable, trustworthy and enthusiastic. Present well at all times.</li> </ul>
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## OUR VALUES

Behaviours	<ul style="list-style-type: none"> <li><b>Collaborative</b> - be open and welcoming, genuinely connect to others, include others, work together as one</li> <li><b>Achieve</b> - be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day</li> <li><b>Respectful</b> – be honest and trustworthy, do what you say you will put yourself in the other person’s shoes, listen to what’s important to others</li> <li><b>Evolving</b> – stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker</li> </ul>
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## CORPORATE OBLIGATIONS

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<b>Employees</b>	No direct reports.
<b>Delegations</b>	No delegations.
<b>Risk Management</b>	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
<b>Financial Management</b>	No financial responsibilities.
<b>Workplace Health and Safety</b>	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
<b>Code of Conduct</b>	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it.
<b>Workplace Behaviour &amp; EEO</b>	All activities must comply with Council's Workplace Behavior Guidelines.
<b>Enterprise Content Management</b>	Comply with Council's Records and Information Management Policy.
<b>Continuous Improvement</b>	Work with Managers and Supervisors to improve practices and recommend changes where appropriate.
<b>Customer Focus</b>	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery.
<b>Procurement</b>	Activities are conducted in accordance with the Purchasing Policy and Procedures.

## SPECIFIC CONDITIONS OF EMPLOYMENT

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- Maintain all essential qualifications.
- Attend relevant training sessions and staff meetings.
- Uphold the Sutherland Shire Council values.
- Available to work across a 7 day roster including weekends.
- Available and willing to work across Sutherland Leisure Centre, Caringbah Leisure Centre, Engadine Leisure Centre and Como Pool locations.
- Sufficient fitness must be maintained in order to work in this position.