

POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Lifeguard	Level	2A(LC)
Business Unit	Leisure & Cultural Services	Position Number	00978
Directorate	Corporate Services	Date Established	January 2009
Reporting to	Aquatics Supervisor	Date Updated	September 2016

2. KEY OBJECTIVES

- To deliver the day-to-day activities and services for the Leisure Centres aquatic centre that meets the needs of a diverse and growing community.
- To promote a safe environment.
- Provide a high level of customer service to both internal and external customers and members.

3. KEY ACCOUNTABILITIES:

- Ensure that all activities undertaken in the aquatic centre are in accordance with the City's protocols and procedures.
- Ensure chemical handling, use and disposal is conducted in accordance with the City's protocols and procedures, and legislative requirements.
- Ensure opportunities are actively sought to increase patronage of Leisure Centre products and services.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Comply with OSH legislation, City protocols, procedures and other OSH related requirements, and actively support the City safety systems.

4. KEY ACTIVITIES:

ACTIVITIES

Outcome: Programs and Services

- Undertake the adequate supervision of members and users of aquatic areas at all times.
- Undertake routine cleaning tasks to ensure the aquatic centre facilities are kept clean and tidy.
- Liaise with internal and external user groups such as local schools, swimming clubs, Department of Education, etc.
- Identify ways to improve programs and work practices.
- Attend meetings and in-house training as required.
- Actively promote other products and services of the City of Joondalup Leisure Centres.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

Outcome: Occupational Safety and Health

- Undertake chemical handling, use and disposal in accordance with the City's protocols and procedures, and legislative requirements.
- Work in a safe manner that will not endanger the safety and health of yourself, other workers or members of the public.
- Ensure that safe working conditions and practices are in place at all times by taking personal ownership of safety.
- Report unsafe practices or hazards to supervisors or safety and health representatives immediately.
- Consult and cooperate with management on matters relating to workplace safety and health.

Outcome: Customer Service

- Deliver quality customer service by proactively identifying and resolving specific customer needs and meeting/exceeding their expectations.
- Facilitate appropriate interaction between employees and customers.
- Liaise with other members of Leisure Centre as required ensuring a coordinated approach to all activities.

5. WORK RELATED REQUIREMENTS / SELECTION CRITERIA

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- Demonstrated interpersonal and verbal communication skills, with the ability to communicate effectively with employees, members and the general public.
- Basic pool maintenance skills.

Knowledge:

- Knowledge of safe work practices when working with chemicals.
- Knowledge of legislative requirements for pool operations.
- Knowledge of rules, regulations and guidelines advocated by key industry bodies governing Swimming
- Knowledge of Occupational Safety & Health legislation.

Experience:

- Previous experience working in a service environment dealing with customers, members and the general public.
- Experience in life saving and first aid techniques.
- Experience working in a service environment dealing with customers and the general public.

Qualifications / Clearances:

- Royal Lifesaving Society of WA Pool Lifeguard.
- Current First Aid Certificate including CPR (HLTAID003 and HLTAID001) or progression towards completion of certificate or appointment to position subject to ability to obtain satisfactory First Aid Certificate on commencement.
- Current satisfactory Working with Children Check (WWCC) or appointment to position will be subject to evidence of application for WWCC, either prior to or on commencement, and attainment of satisfactory WWCC.

6. EXTENT OF AUTHORITY

- Personal judgment is required to predetermine procedures where a choice between more than two options is present.
- Work performed falls within general guidelines but with scope to exercise discretion in the application of established practices and procedures.
- Guidance is available from more senior employees.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works with limited supervision.

Internal:

- Leisure Centre employees.

External:

- General public and members.
- User Groups (eg. Department of Education, local schools, swimming clubs).

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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