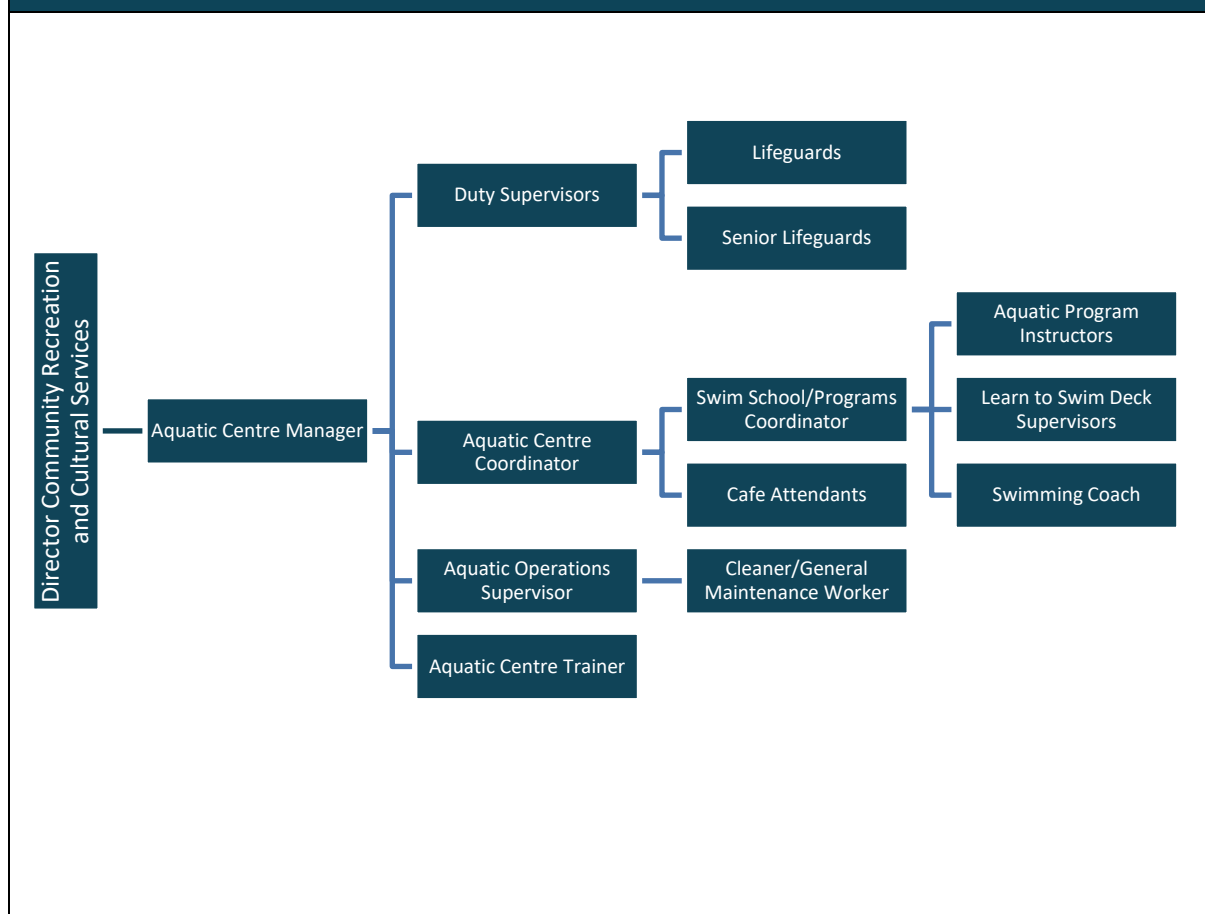


POSITION TITLE:	Lifeguard
DIVISION:	Community Recreation & Cultural Services
SECTION:	Aquatic Centre
GRADE:	2
DELEGATIONS:	Nil
POSITION FTE HOURS:	38

Primary Purpose of Position

- To undertake Lifeguard duties at the Orange Aquatic Centre, ensuring high standards of safety and customer service
- To assist in the daily operation of reception and café duties ensuring food and beverages are of a high standard
- To assist in the cleaning and maintenance all facilities at the Orange Aquatic Centre
- To provide all patrons of the Orange Aquatic Centre with a high level of customer service

SECTIONAL STRUCTURE



QUALIFICATIONS AND LICENCES

- Current Provide First Aid (HLTAID003) certificate
- Current Provide CPR (HLTAID001) certificate
- Current Royal Life Saving Society Australia (RLSSA) Pool Lifeguard certificate or willness to obtain prior to commencement
- Current NSW Working with Children Check clearance (or the ability to obtain prior to commencement)
- Satisfactory Criminal Record Check
- Completion of RLSSA Pool Lifeguard Licence for Orange Aquatic Centre within first 3 months of employment (desirable)
- Food Handlers certificate (Use Hygienic Practices for Food Safety (SITXFSA001)) or equivalent (desirable)
- Barista certificate (Prepare and Serve Espresso Coffee (SITHFAB204)) or equivalent (desirable)

SKILLS AND EXPERIENCE

- Sound knowledge of pool supervision, water safety, water education, first aid, resuscitation and rescue techniques and public safety requirements
- Ability to implement high standards of public supervision and safety
- Ability to work under pressure and maintain concentration and alertness during extended periods of duty
- Excellent communication skills (both verbal and written) including the ability to interact and communicate effectively with patrons and other staff in a professional manner
- Ability to deliver quality customer service, work and contribute as part of a team and work unsupervised
- Proven ability to be reliable, trustworthy, well organised and lead by example
- Ability to undertake reception and café duties including food handling and preparation, cash handling and point of sale system use
- Ability to undertake general cleaning and routine maintenance duties
- Ability to develop a sound working knowledge of the work health and safety requirements of an Aquatic Centre environment
- Ability to develop a sound working knowledge of NSW Health Standards and water quality requirements for public swimming pools
- Ability to develop a sound working knowledge of water treatment and plant operations
- Ability to be flexible and work a rotating roster including weekends

Demonstrated ability to model Council's key values and desired behaviours

Key Accountabilities/Duties

- Undertake general lifeguard duties including surveillance and supervision of the pool deck, ensuring patrons are abiding by Centre rules at all times
- Undertake rescues and emergency interventions in accordance with Centre and Council policies and procedures, RLSSA Guidelines for Safe Pool Operation and industry standards

and practices

- Take appropriate action in the event of an emergency or incident that could endanger the wellbeing of patrons at the Centre
- Assist in the management of pool space by various user groups and ensure allocated areas are clearly roped off and marked with signage
- Undertake general cleaning duties as required (this includes cleaning of bathrooms, café area and change rooms), ensuring the pool deck, café, change rooms and toilet facilities are kept in a hygienic manner
- Assist as required in the general maintenance of the Centre's plant and equipment to approved standard, and in accordance with appropriate asset management plans
- Assist in the day to day operation of the Centre reception and café including meeting, greeting and serving patrons and visitors of the Aquatic Centre; operating cafe equipment to cook and prepare food which complies with the provisions of the Food Act 2003 and regulations; ensuring equipment, reception and café areas are maintained to a clean and hygienic standard; cash handling, reconciliation and accurate data entry
- Wear appropriate uniform and personal protective equipment while on duty
- Communicate professionally and effectively with other Aquatic Centre staff, management and Centre patrons, maintaining high standards of customer service and professional conduct
- Assist and rectify, where possible, patron difficulties and queries
- Work and contribute as part of a team
- Work efficiently when unsupervised
- Complete workplace paperwork as appropriate and required, and ensure accurate recording and reporting of all accidents, incidents and customer complaints
- Maintain the currency of qualifications and update and renew qualifications at appropriate times
- Work according to a roster which includes early morning and evening shifts and weekend work
- Cooperate with the Aquatic Centre Manager in the implementation of appropriate staff rosters, procedures and systems
- Work closely with the Aquatic Centre Manager and other staff to continually look at ways to improve service delivery
- Attend staff meetings, ongoing professional development and training programmes after hours and as required
- Act as Senior Lifeguard (if qualified) when required**
- Comply with Council's Code of Conduct, relevant policies and procedures, values and behaviours, and work health and safety responsibilities, as amended from time to time

Position Capabilities

The Orange City Council Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in our council. The full information regarding these Capabilities is available [here](#). The focus capabilities for this position are:

Group	Capability
Personal Attributes	<p>Ownership - Foundational "Does it" <i>Take responsibility and ownership of work and delivering to quality standards.</i></p> <ul style="list-style-type: none"> • Takes responsibility for own actions • Completes tasks he/she has agreed to on time • Is aware of the decisions that need to be referred to a manager or supervisor and acts accordingly
	<p>Communicate and Engage - Foundational "Does it" <i>Communicate clearly and respectfully, listen, and encourage input from others.</i></p> <ul style="list-style-type: none"> • Speaks at an appropriate pace and volume • Uses appropriate body language and facial expressions • Explains things clearly • Allows others time to speak • Shows sensitivity to cultural, religious and other individual differences when interacting with others
Relationships	<p>Customer Focus - Foundational "Does it" <i>Commit to delivering customer focused services in line with strategic objectives.</i></p> <ul style="list-style-type: none"> • Shows awareness that he/she is working for the community • Shows respect, courtesy and fairness when interacting with customers and members of the community • Listens and asks questions to understand customer/community needs
	<p>Team Work - Foundational "Does it" <i>Be a respectful, inclusive and reliable team member, collaborate with others, and value diversity.</i></p> <ul style="list-style-type: none"> • Keeps team and supervisor informed of what he/she is working on • Shares knowledge and information with team members and other staff • Offers to help colleagues and takes on additional tasks when workloads are high • Is aware of the wellbeing of co-workers and provides support as appropriate • Is open to input from people with different experiences, perspectives and beliefs
Results	<p>Deliver Results - Foundational "Does it " <i>Achieve results through efficient use of resources and a commitment to quality outcomes.</i></p> <ul style="list-style-type: none"> • Takes the initiative to progress work tasks • Clarifies work required and timeframe available • Identifies what information/resources are needed to complete work tasks • Checks own work for accuracy, quality and completeness • Completes tasks under guidance, on time and to the required standard
	<p>Health, Safety and Environment - Foundational "Does it" <i>Identifying and/or preventing health and safety risks to self and others. Planning and delivering work that considers the environment.</i></p> <ul style="list-style-type: none"> • Consistently displays safe working behaviour • Speaks up when something is unsafe • Follows health and safety policies and procedures • Participates in safety discussions • Implement environmental controls as applicable
Technical	<p>Health, Safety and Environment - Foundational "Does it" <i>Identifying and/or preventing health and safety risks to self and others. Planning and delivering work that considers the environment.</i></p> <ul style="list-style-type: none"> • Consistently displays safe working behaviour • Speaks up when something is unsafe • Follows health and safety policies and procedures • Participates in safety discussions • Implement environmental controls as applicable

Corporate Values

As a values-based organisation, Council demonstrates its values through workplace behaviours. These behaviours provide a framework for staff to model behaviour across the organisation. Underpinning the behaviours is the Orange City Council Code of Conduct.

Council's corporate values are listed below:

- **Respect** – is honest and respectful towards others and works as part of a team
- **Ownership** - takes responsibility for actions
- **High Performance** - pursues performance excellence and continually looks for improvement
- **Customer Focus** - demonstrates a customer focused approach towards internal and external customers
- **Safety** - works safely, in accordance with Council's Work Health and Safety policy and procedures
- **Diversity** – Champion a diverse and inclusive workplace
- **Leadership** – Council encourages all its employees to lead by example and role model our values. Leaders also need to ensure they provide constructive feedback and encourage high performance by coaching, developing, recognising and managing people effectively

Work Health and Safety Responsibilities

All employees are responsible for Work Health and Safety (WHS) for Orange City Council and their duties include:

- Complying with Council's WHS policies and procedures
- Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- Reporting any potential hazards, incidents or injuries to their Supervisor and Human Resources within 48 hours
- Participating in any applicable WHS consultation arrangements
- Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace
- Correctly using all personal protective equipment
- Complying with emergency and evacuation procedures and site rules if applicable
- For Managers, Supervisors, Team Leaders or Gangers, you have additional WHS responsibilities as defined in the Orange City Council Work Health and Safety Management Policy (OP 84)

General

- The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.
- Local Government (State) Award conditions apply to all entitlements.
- The Position Description links to the overall organisational Delivery/Operational Plan which ties into an employees' key performance indicators (KPIs) as part of their annual

performance review.

- Position descriptions may be amended from time to time in accordance with business needs and in consultation with the incumbent of the position.

I acknowledge that I have read and understood the duties, responsibilities and delegations of the position as outlined in the above Position Description

Name of Employee	
Signature of Employee	
Date	