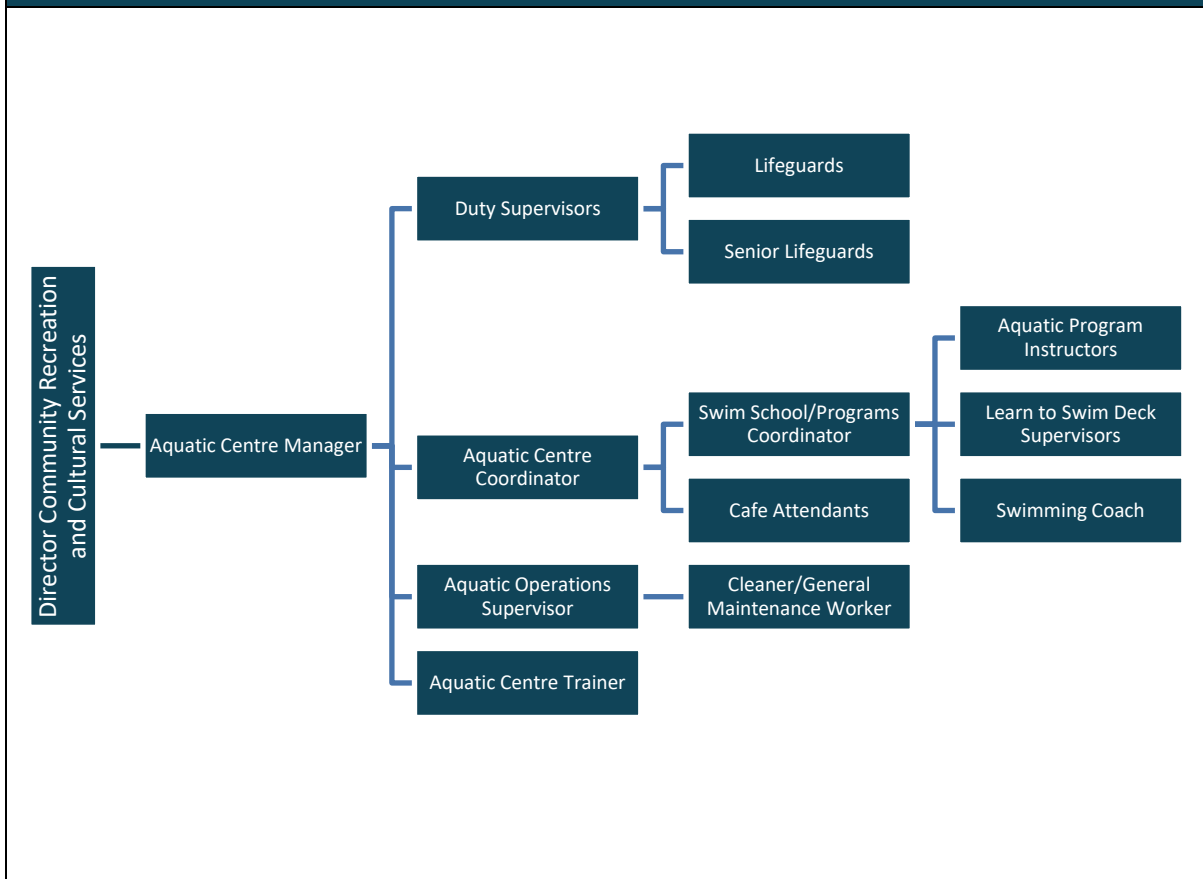


Position Title:	Senior Lifeguard
Position Number:	Various
Division:	Community Recreation & Cultural Services
Section:	Aquatic Centre
Grade:	4
Delegations:	NIL

Primary Purpose of Position

- To undertake Senior Lifeguard duties at the Orange Aquatic Centre, ensuring high standards of safety and customer service
- To assist (where allocated) in another area of Centre operations such as Learn to Swim, Operations, Administration and Cafe.
- To clean and maintain all facilities at the Orange Aquatic Centre
- Mentor and oversee Lifeguards on allocated shifts

Sectional Structure



Selection Criteria

Qualifications/Licences

- Current Royal Life Saving Society Australia Pool Lifeguard Licence for Orange Aquatic Centre (or a current RLSSA Pool Lifeguard Certificate and the ability to obtain a RLSSA Licence for the Orange Aquatic Centre within first 3 months of employment)
- Current Provide First Aid (HLTAID003) certificate
- Current Provide CPR (HLTAID001) certificate
- Current NSW Working with Children Check (or the ability to obtain prior to commencement)
- Satisfactory Criminal Record Check

Desirable:

- Chemical Handling Certificate / Statement of Attainment

Skills and Experience

- Previous experience in a similar role including demonstrated sound knowledge of pool supervision, water safety, water education, first aid, resuscitation and rescue techniques and public safety requirements
- Ability to mentor and supervise lifeguards
- Proven ability to implement high standards of public supervision and safety
- Proven 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
- Proven 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
- Sound working knowledge of the work health and safety requirements of an Aquatic Centre environment
- Sound working knowledge of NSW Health Standards and water quality requirements for public swimming pools
- 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

General:

- Undertake supervision of lifeguards including scheduling rotation and breaks; assisting with lifeguard training (including induction, licencing and compliance requirements); responding to any escalated issues in an appropriate manner; undertaking daily checklist / compliance sign off
- Ensure Lifeguards undertake assigned duties to the required standard. This includes providing general feedback and advice. Where required escalate the matter to the Duty Supervisor.
- 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
- Open and/or close the Aquatic Centre and perform associated duties (e.g. remove or put on pool covers; turn on/off alarms; ensure cleaning completed to required standards; ensure café secure and equipment turned off; check water quality and chemical balance etc.)
- 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
- Undertake operational tasks relating to maintenance of water quality and equipment/plant and assist as required in the general maintenance of the Centre's plant and equipment to approved standards, and in accordance with appropriate asset management plans
- Assist in the day to day operation of the Centre reception and café
- Wear appropriate uniform and personal protective equipment while on duty and ensure lifeguards do the same
- Communicate professionally and effectively with other Aquatic Centre staff, management and Centre patrons, maintaining high standards of customer service and professional conduct
- 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 and Duty Supervisor in the implementation of appropriate staff rosters, procedures and systems
- Work closely with the Aquatic Centre Manager, Duty Supervisor 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
- 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

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>Teamwork – 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>Plan and Prioritise - Foundational "Does it" <i>Plan and organise work in line with organisational goals, and adjust to changing priorities.</i></p> <ul style="list-style-type: none"> Understands team objectives and own contribution Plans and organises own work tasks Asks when unsure about the relative priority of allocated tasks Manages time appropriately and re-prioritises as required Identifies and informs supervisor of issues that may impact on completion of tasks
	<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
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	