

JOB DESCRIPTION

Position:	Pool Lifeguard	Department:	Community Services
Reports to:	Lifeguard Coordinator	Date:	October 2020
Purpose of position The Pool Lifeguard is required to actively supervise the pool environment, to ensure the highest standard of public supervision and safety and to liaise and communicate in a positive manner with Complex clients and the broader community whilst contributing to a fun and enjoyable experience for Complex users.			
Key Accountability Areas <ol style="list-style-type: none">1. Customer Service.2. Reception / Cash Handling3. Safety Standards.4. Environment Testing and Observation.5. Health & Safety including Pool Water Quality6. Civil Defence7. Other Duties			
Accountabilities			
1. Customer Service Key Outcomes <ul style="list-style-type: none">• Maintain high standards of customer service and professional conduct.• Greet all customers in a friendly and helpful manner to encourage ongoing Complex use.• Assist with the running of programmes and events and set up equipment used in conjunction with such events in a correct and safe manner.• Actively encourage and promote water play/games amongst younger clients.• Ensure the behaviour of all customers is conducive to the provision of a safe and enjoyable leisure experience.• Assist in the co-ordination and regulation of pool space by various user groups and ensure allocated areas are clearly demarcated and marked with signage.• Assist and rectify where possible clients difficulties and queries. Performance Indicators <ul style="list-style-type: none">• Positive customer feedback. There are no justifiable customer complaints.• Services/advice delivered in a courteous and efficient manner.• Promotes a positive image through professional standards and personal presentation.• Independent decisions are made to ensure the safety of patrons			

2. Reception/Cash Handling

Key Outcomes

- To assist with smooth running of the reception and daily office tasks.
- To maintain a tidy and welcoming reception area.
- All customers are acknowledged and provided with accurate information.
- Incoming telephone calls are answered promptly.
- Ensure understanding of security and cash handling procedures.
- Accept payments from customers and use systems and processes accurately at all times.
- Assist with daily reconciliation to ensure cash/cheques/eftpos balances with money/cheques in hand, explaining any variances as required.
- Aggregate cash and cheques are secured in the safe overnight.

Performance Indicators

- Services/Advice delivered in a courteous manner.
- The office is clear of clutter and is inviting.
- Telephone calls, answering queries with authority.
- Cash handling skills and knowledge.
- Accurate in collection of monies, customer feedback.
- Accurate fee charged to customers.

3. Safety Standards

Key Outcomes

- Poolside staff have current National Lifeguard Award and attend training sessions to help with re-validation.
- Undertake supervision, rescues and emergency interventions in accordance with industry standards and practices.
- Pools are supervised in accordance with the Complex Normal Operating Procedures (NOP) manual.
- Respond quickly and effectively to emergencies and to patrons in difficulties ensuring both personal and patron safety.
- Maintain and ensure safety standards are met in the environment at all times and include:
 - (a) Constant surveillance of patrons in the Complex.
 - (b) To regularly perform a supervisory circuit of the Complex.
 - (c) All water, open for use is supervised by a lifeguard.
 - (d) To operate play equipment in line with Complex NOP manual.
 - (e) That under 8 year olds are supervised in line with Complex NOP manual.
- Pro-active supervision and teamwork amongst the Lifeguards.
- Ensure accurate recording and reporting of all accidents, incidents and customer complaints.

Performance Indicators

- Evidence that Lifeguard certificates are current.
- First aid is administered in a manner appropriate to the injury and with respect to the dignity of the patient.
- The quality of supervision is to required standards, on time and as scheduled.
- When emergencies and accidents occur, the Lifeguard showed competency in water fitness, life saving techniques and first aid and responded immediately, appropriately and effectively.
- The Lifeguard is observed to actively support health and safety practices and works safety at all times.
- All accidents and incidents have been reported and recorded using correct procedures.

4. Environment Testing and Observation

Key Outcomes

- Ensure the highest possible water quality and environmental conditions are maintained including:
 - (a) To criteria set in Complex Pool Water Risk Management Plan.
 - (b) Swimming pool water quality within parameters contained in NZ Standards.
 - (c) To apply the faecal accident procedures in NOP manual.
 - (d) Maintain satisfactory humidity and airspace temperature.
- Ensure the highest standard of cleanliness are maintained including:
 - (a) To ensure loose rubbish is constantly cleared from the Complex floor.
 - (b) To ensure the pool deck, change rooms and toilet facilities are left in a hygienic manner.
 - (c) To undertake Complex housekeeping duties as required.

Performance Indicators

- Environment Test / Observation sheets completed to required frequency.
- Agreed hygiene and cleanliness standards for spot cleaning are achieved consistently.

5. Health & Safety including Pool Water Quality

Health and Safety is the responsibility of everyone in the workplace. Council operates under the belief that all incidents/near misses are preventable. Staff are required to comply with all health and safety requirements, and ensure it is maintained through safe work procedures.

Key Outcomes

- Conduct pool water tests and record as per Stratford District Council's Normal Operating Procedures.
- Make chemical adjustments to the pool(s) as identified in the centre's Normal Operating Procedure to maintain pool water quality.
- Adhere at all times to the Stratford District Council Health and Safety policies and procedures to ensure staff and customer safety.
- Ensure all staff reporting to you adhere to the Stratford District Council Health and Safety policies and procedures.
- Provide site induction to trainees and external contractors before they are given access to any areas closed to the public (e.g. plant room).
- Attend Health & Safety meetings and report all issues to the Aquatic Services Team Leader.

Performance Indicators

- Appropriate procedures are followed.
- Pool water tests fall within desired range.
- Accidents and incidents are minimised and total numbers are within acceptable range.

6. Civil Defence

Key Outcomes

- Assist in providing Civil Defence functions and/or maintain the provision of essential services in emergency management events, including effective community engagement.

Performance Indicators

- Assigned Civil Defence duties are completed.
- Participation in organisation Civil Defence drills.

7. Other Duties

Key Outcomes

- Record management responsibilities are undertaken as outlined in Council's Information Management Policy.
- Processes are recorded and updated as needed.
- Monthly reports are completed within allocated timeframes.

Together with such other duties as may from time to time be reasonably assigned and communicated to the **employee** by the **employer**.

Discretionary Decision Making

As per Council's Delegation's Policy.

Principle Relationships

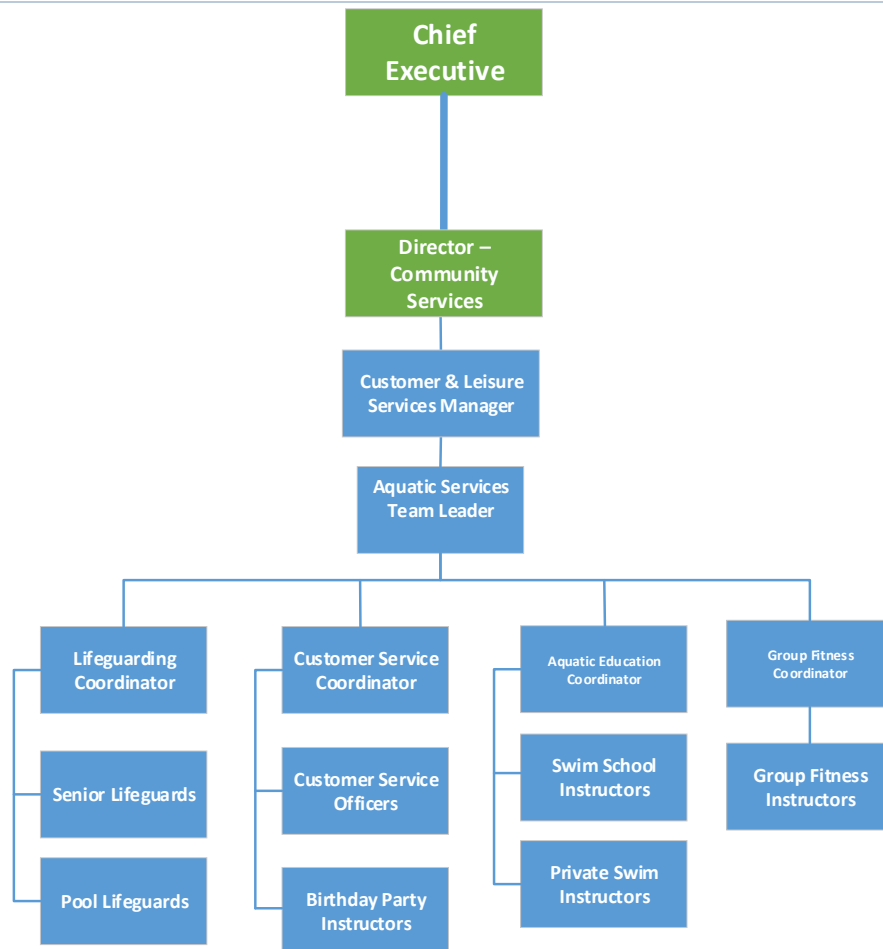
Internal

Other Pool Staff
Aquatic Services Team Leader
Director – Community Services
All Council Staff

External

Pool Users/Hirers
Schools
Swimming Clubs
General Public

Structure Chart



Ideal Person Specification

Education/Qualifications

- Pool Lifeguard Practicing certificate with first aid certificate.
- Swimming pool water treatment certificate would be an advantage.
- Experience as a lifeguard or experience sufficient to perform job duties.
- Experience in other aspects of aquatic facilities such as reception and cleaning duties.
- Current NZ drivers licence.

Job Knowledge

- Experience in lifeguarding and knowledge of aquatic facility activities.
- Ability to complete water rescues and life-saving techniques correctly, calmly and competently.
- Able to swim 200 metres continuously and competently.
- Able to retrieve an object from the deepest part of the pool.

Key Competencies

- Communication – the ability to positively communicate with, and relate well to, a broad range of people from a variety of cultures, ages and backgrounds.
- Customer Focus – develop systems that enhance customer service.
- Emergencies – is level-headed and methodical when dealing with stressful or emergency situations.
- Organising – is pro-active and looks for opportunities to help customers.
- Team Work – is a team player with the ability to use initiative.