

## Position Description

<b>Position Title:</b>	<b>Lifeguard</b>
<b>Reports To:</b>	Team Leader – Aquatic Operations
<b>Responsible For:</b>	N/A
<b>Group and Team:</b>	Community Spaces and Places – Aquatic Operations
<b>Children’s Worker:</b>	Yes (Core)
<b>Delegations and Budget Responsibilities:</b>	As per Delegations Register

### Purpose

To provide high quality lifeguarding duties, supervising users of Splash Palace pools under the direction of the Supervisor to ensure that all pool users experience is safe and enjoyable. You will also assist with ensuring the cleanliness and tidy presentation of the facility, contributing to high level of overall customer satisfaction, safety and value for money.

### Key Relationships

#### External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

#### Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

### Our Compass Values and Behaviours

#### Responsibility

**Take ownership of decisions and outcomes, both collectively and individually.**

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

#### Respect

**Everyone is important, as are their views.**

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

#### Above and Beyond

**Take opportunities to go the extra mile.**

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

#### Positivity

**Always look on the bright side of life.**

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

## What You Will Do *(provided as a guide only)*

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### Supervision of Pool

- Provide constant supervision of pools, including rotating as directed by the Supervisor, to ensure the safety and wellbeing of all customers and staff.
- Respond to all accidents and incidents safely and effectively, and reporting these promptly.
- Respond fairly to customer enquiries or complaints and seek direction on available action to remedy concerns, or escalate to Supervisor or Team Leader where required.
- Undertake tasks delegated by the Supervisor in a timely and efficient manner, to a high standard.
- Promptly raise concerns relating to team members with the Supervisor or Team Leader so that this can be address appropriately.

### Facility Activities and Operations

- Participate in the delivery of safe and effective aquatic operations, including the daily programme, as directed by the Supervisor.
- Clean or tidy areas where required to ensure pools, pool surrounds, seating, dressing rooms, toilets, showers, staff room and store rooms are clean and tidy to a satisfactory level.
- Respond to contamination incidents promptly, efficiently and effectively in accordance with pools procedures and policies.
- Complete pool water testing regularly according to procedures and NZS5826:2010 standards.
- Contribute to the continuous improvement of pools processes and procedures in relation to pools activities and operations for the improved safety and enjoyment of our customers.

**Note:** Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

## What You Will Bring

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The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

### Education and Qualifications

**Essential:**

National Lifeguard Award  
First Aid Certificate

### Knowledge, Skills and Experience

**Essential:**

Competent and confident swimmer and, on an ongoing basis, able to maintain the National Lifeguard Award

**Desirable:**

Proven Lifeguarding experience  
Demonstrated experience in customer relations and communication skills

## Agreement

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### Employee

Name	Sign	Date
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### Manager

Name	Sign	Date
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**Note:** From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

## What We All Do

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### Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.  
 Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.  
 Acknowledge problems and complaints, identifying and promptly acting on solutions.

### Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.  
 Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

### Health, Safety and Well-being

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.  
 Adhere to Health, Safety and Well-being policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

### Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.  
 After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

### Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.