

# Position Description

## Lifeguard

### Position details

Division:	Community & City Services
Branch:	Recreation & Waterways
Reports to title:	Aquatic Supervision Team Leader
Position No:	C9593, C9594, C9618
Classification:	Class 1
Financial management	Nil
Total people:	Nil

Volunteers being supervised by this position: NIL

Primary skill pool:	Lifeguard
Secondary skill pool:	Administration

### Team context

The Community and City Services Division puts people, families and community at the forefront of our work. It strives to ensure that Melbourne is a city for all, one that is liveable, healthy and vibrant and meets the needs of a diverse and growing population. By providing high quality information, services, programs and spaces for our community and our customers, we are building strong, connected and engaged local communities that have the tools they need to meet their potential at all stages of life.

The Community and City Services Division consists of the following branches:

- City Safety, Security and Amenity
- Community Development
- Community Wellbeing
- Parking Services
- Recreation and Waterways

The Recreation and Waterways Branch deliver places, facilities, programs and services that connect our communities and support them to lead a healthier, more active life. Facilities include the management and maintenance of Council's Docklands waterways and its community facilities and berths, as well as the management and operation of Council's four aquatic and recreation facilities, Riverslide Skate Park, Holland Park BMX and Skate Park, Kensington Town Hall, Docklands and Flagstaff Sports Courts, Royal Park Golf Course and the Docklands Hub.

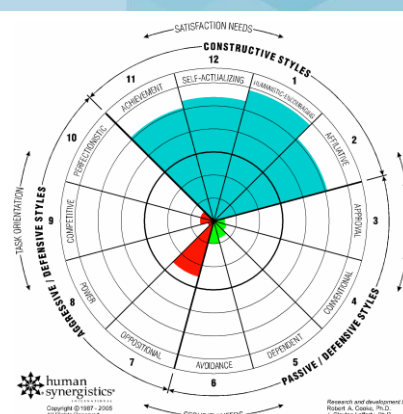
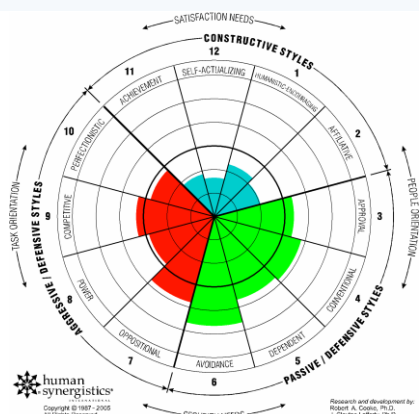
### Culture and Values

CoM aspires to a culture which is humanistic and encouraging, self-actualising, affiliative and achievement focused. We focus on culture because we know that a constructive culture is good for our wellbeing as well as our ability to deliver high quality outcomes.

We measure our performance against the desired culture using the Human Synergistics tool, the "Organisational Culture Inventory" (OCI).

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Our ICARE values (integrity, courage, accountability, respect and excellence) are the foundation for our behaviour for ourselves and our teams.



### INTEGRITY

Be honest and reliable, have integrity



### COURAGE

Speak up, have courage, make things happen



### ACCOUNTABILITY

Act with accountability, be responsible for what you do and how you do it



### RESPECT

Be inclusive, stay open, value every voice, establish respect and collaborate



### EXCELLENCE

Display excellence, work with energy and passion achieving the best results

## Position purpose

The primary role of the lifeguard is to provide a fun and safe environment for all customers. They are responsible for supervising the aquatic environment and taking action to minimise risks, proactively educate customers and respond in an emergency.

The position undertakes various daily activities that support the day to day operation of the aquatic areas in accordance with established procedures and standards. You will play an active role in implementing any procedures developed in the aquatic supervision space and increasing awareness of water safety.

## Position accountabilities

### Lifeguarding:

- The role requires the staff member to meet all health and fitness requirements of the City of Melbourne Recreation Facilities Health, Fitness and Training Policy which considers factors including but not limited to vision, hearing, epilepsy, pregnancy, physical injury (breaks/strains etc.)
- The role requires the staff member to meet all training requirements of the City of Melbourne Recreation Facilities Health, Fitness and Training policy which includes but is not limited to; Lifeguard in-service training, maintaining up to date qualifications, other mandatory training provided.
- Undertake lifeguarding duties in line with: the Guidelines for Safe Pool Operation, Royal Life Saving Society lifeguarding manual, aquatic risk assessment, aquatic supervision procedures, deployment plans and checklists.
- Promote and enforce standards of behaviour and facility etiquette.

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- Promotion and continual education of customers in relation to user specific education programs including but not limited to “watch around water” and “swim safe”.
- Communicate relevant information to other staff in a timely and professional manner.
- Supervise lap lane allocations and ensure appropriate lane speeds are maintained.
- Ensure that the pool deck is well maintained, free from hazards and that guests are effectively supervised at all times.
- Respond to all emergency and first aid situations.
- Be available for varied shift requirements including early morning, evenings, public holidays and weekends
- Facilitate a staff space for all

### *Customer Service:*

- Ensure effective handling and monitoring of customer complaints and issues with appropriate escalation to the Duty Supervisor.
- Provide a high level of professional customer service to users and potential customers in person.
- Discuss any changes to procedures or practices and support the implementation of new practices.
- Assist with the setup and delivery of programs and events.
- Ensuring pool deck is tidy, clean and presentable to customers.

### *Administration*

- Report potential hazardous or problematic situations
- Accurately and timely reporting of all near miss, first aid and potentially hazardous incidents
- Assist the Duty Supervisors and Leadership team by completing other administrative tasks related to aquatic facility operations as required
- Accurate completion of facility checklists
- Completion of online administration including but not limited to facility communication and timesheets

### *Foster a culture of respect and accountability for diversity principles and objectives:*

- Treat each other with courtesy and respect and contribute to positive and productive working relationships.
- Listen to the views of others without prejudice.
- Draw on our diverse backgrounds, skills and talents and focus on where our individual strengths can add value to team efforts and our working environment.
- Develop our own understanding and knowledge of diversity.
- Apply the principles of workplace diversity in interactions with people

### *Actively support and contribute to a culture of continuous improvement:*

- Participate in continuous improvement activities within the service.
- Contribute to improving process quality and service turn-around times.
- Participate in identifying, responding to and rectifying problems and issues that arise in the workplace.
- Participate respectfully in forums for sharing improvement ideas and outcomes.

## **Environment: communication and judgment**

### **Communication:**

#### **Internal**

The Lifeguard will communicate regularly with the Duty Supervisors, Aquatic Supervision Team Leader and all other members of the Leadership team to impart information, recommendations and feedback. All positions will also communicate regularly with other Lifeguards, Guest Service Officers, City of Melbourne staff and contractors.

#### **External**

The Lifeguard will communicate regularly with the General public, regular users and members of the facility to deliver information and safety messaging.

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### **Judgment:**

The Lifeguard will complete tasks under the supervision of the Duty Supervisor, Aquatic Supervision Team Leader or other members of the leadership team within the context of the agreed standards, rules and practices. In some instances the incumbent may be required to exercise discretion in the application of established practices and guidelines but these instances would be within agreed boundaries provided by the Duty Supervisor, Aquatic Supervision Team Leader, or other members of the Leadership team.

The Lifeguard will be required to profile and manage the needs of customers who are considered to be high risk, including but not limited to: children; older adults; weak and non-swimmers; customers with disabilities and medical conditions.

### **Key Challenges:**

Operating in a busy service environment, maintaining excellent customer service and managing expectations of internal and external customers.

### **Selection criteria**

All CoM employees will demonstrate an ability to articulate and demonstrate benefits of positive culture and values.

In addition, the position will require:

- Ability to demonstrate and display City of Melbourne Values – accountability, integrity, courage, respect for self and others, and striving for excellence.
- Demonstrated ability to comply with operating policies and procedures whilst positively contributing to process improvement.
- The role requires working and supervising people of all ages. A current working with children check (WWCC) is required.
- The role requires lifeguards to be able to undertake the requirements in the pool lifeguard qualification and the Royal Life Saving Society lifeguarding manual.  
A current Pool Lifeguard certificate and experience supervising patrons at an aquatic facility, or willingness to obtain certificate within four weeks of appointment

#### **Units of competency**

- SISCAQU202A – Perform basic Water Rescues
  - SISCAQU306A – Supervise clients in an aquatic facility or environment
  - SISCAQU307A – Perform advanced water rescue
  - HLTAID009 – Perform cardiopulmonary resuscitation
- A current Provide First Aid certificate or willingness to obtain certificate within four weeks of appointment.  
**Units of competency**
    - HLTAID011 – Provide First Aid
    - HLTAID009 – Provide Cardiopulmonary Resuscitation
    - HLTAID010 – Provide basic emergency life support

### **Inherent Physical Requirements**

The reference to the Inherent Physical Requirements for this position is DM# [9331555](#).

### **The way we work**

CoM's vision is to be a leading organisation for a leading city. CoM fosters a workplace that is stimulating, constructive, flexible, diverse and inclusive and that achieves high quality outcomes for the Council, customers and our community. We recognise that a constructive culture brings out the best in our people. We strive to meet the demands of our employees' professional lives while they can accomplish their priorities outside of work and have a positive work life balance.

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We strive to make our organisation agile, with the ability for our work teams to adapt and change based on the evolving needs of CoM. To keep pace with our customers and our changing city, we need a resilient, adaptable, accountable, diverse and inclusive workforce that reflects our community and is committed to excellence.

We establish challenging but realistic goals, develop plans to reach those goals, pursue them with enthusiasm, and are accountable for their achievement. We want our employees to get enjoyment from their work, develop themselves, and take on new and interesting activities whether they are within CoM or outside of CoM. We want our workforce to be supportive, helpful and open in their dealings with each other, through open communication, cooperation, and the effective coordination of activities.