



## POSITION DESCRIPTION

<b>Position Title</b>	<b>Lifeguard</b>
<b>Position Code</b>	<b>7026</b>
<b>Business Unit</b>	<b>Wangaratta Sports and Aquatic Centre</b>
<b>Work Group</b>	<b>Operations</b>
<b>Position Classification</b>	<b>Band 3</b>
<b>Effective Date</b>	<b>April 2021</b>

### Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. In this context we have a vision to build the best sports, aquatics and events precinct in regional Victoria – bringing significant social, recreational, health and economic benefits to our community. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

### Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues. □
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

### 1. Position Objectives

- To work consistently to our vision of developing the Premier regional Sports & Events Precinct in Victoria.
- To deliver all requirements of the WSAC Supervision Plan while on shift and ensure all preventative measures are employed to keep our patrons safe.
- To ensure that the Centre operates in a clean, hygienic, and safe manner in accordance with health regulations and public safety requirements.
- To respond to any rescue or emergency situation as per WSACs established policies & procedures.

## 2. Working Relationships

Reports to	Operations Team Leader
Supervisors	N/A

## 3. Key Responsibilities

- Represent WSAC in an open, friendly & professional manner.
- Provide supervision to water spaces, ensuring the highest quality.
- Report all incidents, accidents and any other matters relating to the efficient operation of the Centres.
- Maintain a safe and pleasant environment for members and guests and other staff.
- Administer first aid and complete all necessary documentation when required.
- Understand pool treatment regulations and Health and Safety standards; complete pool tests as required.
- Carry out general duties as directed, including set up and pack up checklists for pool deck.
- Ensure any issues or problems that arise are dealt with in accordance with WSACs policies and procedures and guidelines for safe pool operations.
- Operate water play equipment, inflatable and other activities in accordance with RCOW policies and procedures.
- Attending all in house lifeguard training (4 sessions per year) and emergency evacuation (2 per year) to keep skills current.
- Assist in the coordination and regulation of pool space by various user groups ensuring allocated areas are clearly roped off and marked with signage.
- Ensure orderly behaviour and safety of patrons in all aquatic and surrounding areas.
- Ensure the accessibility of all exits.
- Other duties as directed

## 4. Core Physical Requirements

- Capacity to lift items unspecified in weight within individual limits.
- Capacity to undertake lifeguarding duties, standing for periods of between 3-5 hours with frequent walking.
- Capacity to walk up and down stairs frequently.
- Capacity to meet the physical requirements of the Pool Lifeguarding certification.

## 5. Accountability and Extent of Authority

- The Lifeguard reports to and is accountable to the Operations Team Leader.

- Undertake designated activities to ensure that the aquatic facility operates within health regulations and that Guidelines for Safe Pool Operations are followed.
- Work is performed within specific guidelines and under general supervision.
- The Lifeguard has the authority to enforce WSAC conditions of use regarding the safety and orderly behaviour of patrons.
- Maintain relevant records of tasks, activities and issues that have arisen during the shift.

## 6. Judgement and Decision Making

- The incumbent is responsible for making decisions relating to the day to day lifeguard duties at WSAC where work is being performed.
- The objectives of the role are clearly defined with procedures clearly documented.
- Guidance and advice will always be available, however in the event of a safety crisis the incumbent must have the ability to initiate the appropriate response, depending on the situation.

## 7. Knowledge and Skills

### 7.1 Specialist Skills and Knowledge

- Strong swimming and rescue skills including knowledge of water safety, first aid, resuscitation, rescue techniques and public safety requirements.
- Ability to solve minor customer problems and complaints in a fair and equitable manner.
- Knowledge and understanding of swimming pool chemicals and maintenance equipment.
- General knowledge of OH&S, manual handling, hazardous substances and dangerous goods.
- Physical fitness and manual handling skills for the purpose of carrying out the duties of the role.
- Demonstrated commitment and capacity to work flexible hours to reflect the operational requirements of the service.
- Knowledge of WSAC emergency procedures.

### 7.2 Management Skills

- Ability to handle difficult situations, including emergencies calmly and decisively.
- Ability to remain focused during challenging periods including peak service delivery.
- Ability to determine when escalation of a situation is needed and clear decision making around seeking assistance from Duty Manager or similar.

### 7.3 Interpersonal Skills

- Ability to follow instructions and guidelines
- Approachable, positive attitude and the ability to relate to the patrons in a friendly, helpful manner.

- Strong people skills, including the ability to gain the cooperation of patrons in the administration of safety requirements.
- Good written communication skills for the purpose of completing routine work forms,
- Well developed teamwork skills.
- Display confidence and flexibility in service delivery and the execution of tasks.

## 8. Qualifications and Experience

- Experience working in a facility of similar size and complexity.
- Experience in a multiple lifeguard situation, with demonstrated examples of teamwork leading to successful outcomes.
- Experience talking to, educating and keeping diverse members of the public safe within facilities.
- A strong understanding of Watch Around Water and Swim Safe programs.

### Minimum qualifications

- **HLTAID003** Provide first aid
- **HLTAID001** Provide cardiopulmonary resuscitation
- **SISSS00111** Pool Lifeguard
- Working with Children Check
- Must maintain a satisfactory Police Check

### Desirable

- Professional development in conflict resolution

## 9. Key Selection Criteria

- Sound technical knowledge in all aspects of Lifeguarding
- Strong swimming and rescue skills including knowledge of water safety, first aid, resuscitation, rescue techniques and public safety requirements
- Ability to handle difficult situations, including emergencies calmly and decisively
- Ability to work as a team with others to manage large numbers of diverse patrons on pool deck, while maintaining preventative supervision at all times

**Authorised by: Director – Community Wellbeing**

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**Date: April 2021**

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**Employee's Signature:**

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**Date:**