

GILGANDRA SHIRE COUNCIL
POSITION DESCRIPTION

PART 1 - POSITION DETAILS

Position Title:	Lifeguard Pool Supervisor
Grade:	8
Occupant:	Vacant
Department:	Community Development & Services
Reports to:	Senior Pool Supervisor
Direct Subordinates:	1-3
Number of Subordinates:	0
Operating Budget:	N/A
Revenue:	N/A
Created:	4 July 2011
Reviewed:	6 July 2017

PART 2: POSITION PURPOSE

The position is responsible for assisting the Team Leader Swimming Pool in the effective and efficient operation and supervision of the Council's Aquatic Centre and its employees and patrons.

- Ensuring safe, effective and efficient operation of Council's swimming pool to achieve a high level of productivity and satisfy the customers' expectations.
- Monitoring and testing of pool water quality, plant and equipment
- Cleaning and maintenance of facility and equipment
- Supervising staff
- Acting in the role of Team Leader in his/ her absence
- And associated duties to allow for the provision of this service at Council's Aquatic Centre

PART 3: POSITION ACCOUNTABILITIES (KEY RESULT AREAS – KRAs)

Gilgandra Shire Council operates in a competitive professional environment and its services will be subject to benchmarking and/or public opinion.

The major challenges for the position of Life Guard –Supervisor are to:

- Ensure the quality of the water meets legislation
- Ensure the safety of all clients
- Ensure all patrons are treated with dignity and respect
- To maintain a clean and safe environment
- To provide quality customer service
- Provide supervision lifeguard service to pool patrons
- Oversee effective, safe and efficient use of pool facility, plant, buildings and equipment
- Maintain security and take steps to prevent theft of private and Council property while on duty at the Centre
- Clean & maintain change rooms, showers & pool grounds on a daily basis
- Suction sweep the wading pool floor on a daily basis or as required
- Monitor pool water quality
- Operate aquatic facility plant and equipment

- Apply weather information
- Maintain equipment for activities
- Provide advanced first aid response
- Respond to an aquatic emergency using advanced water rescue techniques
- Administer oxygen in an emergency
- Liaise with Team Leader Swimming Pool-Senior Supervisor regarding bookings and activities and allocate pool areas efficiently
- Liaise with the Team Leader Swimming Pool-Senior Supervisor to report any problems associated with pool operations
- To carry out duties without direct supervision
- Undertake risk analysis of activities
- Educate the public on the safe use of sport and recreational resource
- Promote and manage onsite WH&S, ensuring all incidents are appropriately dealt with and reported promptly, appropriately and accurately
- To appear and act in a presentable manner when dealing with other Council Staff and/or members of the public.
- To promote Council's image to customers and the general public
- To oversee and complete the paperwork associated with time sheets, plant sheets, daily running sheets, claim forms, all risk assessment forms and the like.
- Ensure that all incidents are appropriately dealt with and reported promptly, appropriately and accurately.
- Ensure that all customer enquiries and complaints are responded to promptly in an effective, efficient and courteous manner.

PART 4: WH&S REQUIREMENTS

Employees: As individuals, employees will:

- Take all reasonable and practicable steps for their own health and safety and of others affected by their actions at work;
- Comply with the safety procedures and directions imposed on the interest of health and safety;
- Not willfully interfere with or misuse items or facilities provided in the interest of health, safety and welfare of employees; and
- In accordance with agreed procedures for accident and incident reporting, report potential and actual hazards to either their elected health and safety representatives, or supervisor

Supervisors: Supervisors are responsible for the day to day supervision of employees.

In particular, supervisors will:

- Ensure that all activities are performed in accordance with Gilgandra Shire Council Work Health & Safety rehabilitation procedures, legislation or good practice;
- Review all tasks to assist in improving safety;
- Promote and communicate Work Health & Safety and rehabilitation with employees, contractors, service users, customers, and members of the public.

PART 5: SELECTION CRITERIA

Essential

- Statement of Attainment in Aquatic Management and/or equivalent qualification/work related experience
- Pool Lifeguard Licence
- Senior First Aid Certificate
- Working with Children Check
- An understanding of swimming pool operations
- Thorough knowledge of resuscitation and first aid
- Knowledge and understanding of WHS in an aquatic environment
- Good verbal communication skills
- Excellent customer service skills
- The ability to organise daily tasks
- The ability to work with minimum supervision.

Desirable

- Experience in Pool Maintenance
- Experience in Pool Supervision and Water Safety
- Chemical Certification
- Experience in staff supervision

PART 6: MISCELLANEOUS (TERMS & CONDITIONS)

- **Working hours:** to be advised
- **Delegations:** NIL
- **Special conditions of employment:** NIL
- **Additional duties / relief duties:** NIL

PART 7: ASSOCIATED DOCUMENTS

SKILLS DESCRIPTORS

Authority & Accountability

- Policy and procedures are readily available but the jobholder is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction
- Decisions affect the work and activities of others within the work group or team
- The work of the job holder influences the external environment by ensuring services are consistent with Council standards
- The jobholder complies with operational requirements in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the employee's acts or omissions.
- Has little or no responsibility for budget development
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implication of own actions within own work area

Judgment and problem solving

- Problems are of a routine nature requiring little if any analysis.
- The jobholder is required to contribute to work improvements processes, making improvements to existing methods and techniques.
- Little planning is required since activities are self regulating or monitored by others.
- Broadly understands the section's goals and how the job role contributes to them. Be familiar with Council structure, products and customers. Understands the overall organisation's vision and direction

Management Skills

- Occasional supervision of employees performing the same or very similar tasks.
- The person offers recommendations regarding:
 - Coaching
 - Identifying training needs
- The job holder approves and makes final decisions in the following work areas:
 - Assigning work activities
- The job holder supervises 1 to 3 personnel directly.

Interpersonal Skills

- This job requires written communication skills which enable the job holder to complete standard forms.
- The jobholder has high visibility with customers, usually away from Council premises
- Not usually required to provide service to internal customers, other than answering occasional queried and helping others when required and performing work in logical sequence
- Responsible for frequent coordination of and communication with other workers to gain cooperation for work production or service quality.
- This job requires communication skills which enable the job holder to perform the following activities:
 - Provide information and explain situations
 - Participate in meetings/group discussions
 - Advise, recommend or counsel
 - Resolve conflict
- The job holder is required to interact with the following groups or individuals within the council on a regular basis and for the purpose shown below:

Provide and obtain information:

- Department/Division Heads
- Other Council Employees (not including direct reports)

Advise or recommend:

- Section Managers/Team Leaders

- The job holder is required to interact with the following groups or individuals outside the council and for the purpose listed below:

Provide and obtain information:

- Employees of other councils
- Applicants for employment

Advise or recommend:

- Member of the public/residents/ratepayers
- Community organisations – service clubs etc

Qualifications and Experience

- Basic working knowledge of procedures or practices in one function. Jobs requiring either general schooling, Year 12 standard, or specialist training in one specific subject or skill, eg.completing a TAFE Certificate Levels 1 & 2 (1 year full time).
- It would be expected that the person would have one, but less than two year's experience.
- In addition to the qualifications and experience, the job holder must possess the following licenses or certificates:
 - Driving Licence Class C (Car)
 - Senior First Aid Certificate

- Royal Life Saving Society Bronze Medallion
- Pool Superintendent Certificate
- Senior Resuscitation Certificate

Specialist Knowledge and Skills

- The operational knowledge needed by the jobholder includes knowledge of the structure and functions of the jobholder's department, including sections within the department.
- In addition, the jobholder requires the following level of technical skills

Expert Knowledge areas:

- Water Safety
- Pool Supervision (including safety of patrons)

Solid Working Knowledge areas:

- Record Keeping (eg timekeeping, expenditure logs etc)
- Swimming Pool Operations/Management
- Pool Maintenance

Basic Working Knowledge areas:

- Risk Management
- Equal Employment Opportunity
- Occupational Health and Safety Program
- Occupational Health and Safety Legislation
- Activity Programming

COMPETENCY STEPS

ENTRY

Competency	Performance Criteria	COMPETENT	NOT YET COMPETENT
		Assessment Methods Observation: OB Demonstration: DM Work Sample: WS Training Records: TR Questioning Discussion: QD	X
Statement of Attainment in Aquatic Management and/or equivalent qualification/work related experience	Training Record		
Pool Lifeguard Licence	Training Record		
Senior First Aid Certificate	Training Record		
Working With Children Check	Training Record		
Royal Life Saving Society Bronze Medallion	Training Record		
Excellent communication skills	Observation		
The ability to work in a team	Observation		
The ability to organise daily tasks	Demonstration		
Knowledge and understanding of WH&S issues in an aquatic environment	Demonstration		
An understanding of pool operations	Demonstration		

STEP 1

Competency	Performance Criteria	COMPETENT	NOT YET COMPETENT
Ability to supervise and provide lifeguard services to pool patrons	Demonstrated ability		
Experience in Pool Operations	Demonstrated ability		
Experience in Pool Maintenance	Demonstrated ability		
Ability to monitor water quality and undertake & record daily chemical tests	Demonstration		
Experience in water safety	Demonstration		
Ability to maintain plant equipment and facilities to an acceptable standard			
Ability to operate plant so water meets required standards as required by legislation	Demonstration		
Speaks clearly and directly	Demonstration		
Listens carefully to instructions and information	Demonstration		
Reads and interprets work instructions and safety signs	Demonstration		
Calculate basic weights, distances and volumes	Demonstration		
Ability to deal with patrons in a polite and courteous manner	Demonstration		
Ability to complete timesheets	Demonstration		
Provide understanding of Code of Conduct for patrons	Question/Discussion		
Ability to take details of theft of property from patrons while on duty and report any incidents to police or pool manager in a timely manner	Demonstration		

Ability to dress neatly and be readily distinguishable	Demonstration		
Complete incident and maintenance reports	Demonstration		
Apply teamwork in a range of situations, particularly in a safety context	Demonstration		
Contribute to the planning and execution of operations	Demonstration		
Work cooperatively with people of different ages, gender, race, religion or people with a disability	Demonstration		
Adjust work methods in response to changing weather and site conditions	Demonstration		
Ability to ensure no straying or pet companion animals enter into the centre	Demonstrated ability		
Ability to exclude patrons from restricted areas including plant rooms, filtration areas and staff offices	Demonstrated ability		
Participate in team solutions to safety issues	Demonstrated ability		
Identify and obtain appropriate equipment	Demonstration		
Ability to co-ordinate lifeguard service	Demonstration		
Independently adapt to changing work conditions or different work areas	Demonstration		
Use communications technology appropriate to the workplace (email, mobile, radio, et)	Demonstration		
Operate equipment safely	Demonstration		
Take responsibility for planning and organising own work priorities and completing assigned tasks	Demonstration		
Ability to work unsupervised	Demonstration		
Be willing to learn new ways of working	Demonstration		
Solid working knowledge of emergency response procedures	Demonstration		
Manage time and priorities to complete work	Demonstration		

STEP 2

Competency	Performance Criteria	COMPETENT	NOT YET COMPETENT
Confined spaces legislation certificate	Training Record		
Commitment to provision of excellent customer service	Demonstration		
Provide team leadership	Demonstration		
Ability to respond to an emergency situation	Demonstration		
Able to identify potential hazards and prepare appropriate responses	Demonstration		
Able to follow procedures and techniques relevant to the equipment and work being done	Demonstration		
Ability to maintain decorum and prevent rowdiness, improper behaviour and breaches of the peace.	Demonstration		

Identifies potential improvements to working practice and conditions	Demonstration		
Identifies and assesses risks in the workplace	Demonstration		
Provide on the job training	Demonstration		
Follow procedures and techniques relevant to the equipment and work being done	Demonstration		
Ability to report necessary pool maintenance to the pool manager	Demonstration		

STEP 3

Competency	Performance Criteria	COMPETENT	NOT YET COMPETENT
Ability to determine variations to operating hours	Demonstration		
Understand equipment characteristics, technical capabilities, limitations and procedures	Demonstration		
Ability to collect admission fees from patrons attending early morning swimming and deliver to pool manager	Demonstrated ability		
Ability to supervise and provide lifeguard services to early morning swimmers	Demonstrated ability		

STEP 4

Competency	Performance Criteria	COMPETENT	NOT YET COMPETENT
Ability to resolve customer conflict issues without reference to the Pool Manager	Demonstrated ability		
Able to coach others in job skills	Demonstration		
Ability to undertake operation of pool plant, pool maintenance and report faults to the Pool Manager	Demonstration		
Ability to detect patrons suffering from infectious, contagious or offensive disease or skin complaint	Demonstration		
Ability to expel patrons for breaches of pool conduct, intoxication, health hazard or other reasonable breach and record such actions	Demonstration		
Trained to respond to a chlorine gas emergency	Training record		
Possession of Certificate III in Aquatic Management	Training record		

PART 7- KEY PRINCIPLES AND VALUES

The following principles and values are considered to be key requirements of our organisation. All Councillors and Staff are expected to demonstrate these values and principles in their dealings with each other and with the community.

Integrity

We must not place ourselves under any financial or other obligation to any individual or organisation that might reasonably be thought to influence us in the performance of our duties.

Leadership

We have a duty to promote and support the key principles by leadership and example and to maintain and strengthen the public's trust and confidence in the integrity of Council. This means promoting public duty to others in the Council and outside, by our own ethical behaviour.

Selflessness

We have a duty to make decisions solely in the public interest. We must not act in order to gain financial or other benefits for ourselves, our family, friends or business interests. This means making decisions because they benefit the public, not because they benefit the decision maker.

Objectivity

We must make decisions solely on merit and in accordance with our statutory obligations when carrying out public business. This includes the making of appointments, awarding of contracts or recommending individuals for rewards or benefits. This means fairness to all; impartial assessment; merit selection in recruitment and in purchase and sale of council's resources; considering only relevant matters.

Accountability

We are accountable to the Council and the public for our decisions and actions and must consider issues on their merits, taking into account the views of others. This means recording reasons for decisions; submitting to scrutiny; keeping proper records; establishing audit trails.

Openness

We have a duty to be as open as possible about our decisions and actions, giving reasons for decisions and restricting information only when the wider public interest clearly demands. This means recording, giving and revealing reasons for decisions; revealing other avenues available to the client or business; when authorised, offering all information; communicating clearly.

Honesty

We have a duty to act honestly. We must declare any private interests relating to our public duties and take steps to resolve any conflicts arising in such a way that protects the public interest. This means obeying the law; following the letter and spirit of policies and procedures; observing the code of conduct; fully disclosing actual or potential conflict of interests and exercising any conferred power strictly for the purpose for which the power was conferred.

Respect

We must treat others with respect at all times. This means not using derogatory terms towards others, observing the rights of other people, treating people with courtesy and recognising the different roles others play in local government decision making.