

# JOB DESCRIPTION

## LIFEGUARD

Division: Tararua Aquatic Community Trust, "The Trust" trading as Wai Splash Community Pool

Location: 35 York Street, Dannevirke 4930, PO Box 16, Dannevirke 4942

Reports to: Aquatics Manager

### **PURPOSE OF POSITION:**

The lifeguard poolside duties include a lifeguarding role, will contribute to the maintenance of the facility, and will provide some assistance with the operation of the pool plant systems.

The Lifeguard assists the Aquatics Manager, Swim Coordinator, Lifeguards and the team in delivering aquatic services, customer service and a quality leisure experience.

### **PERSON SPECIFICATION:**

#### **Education/ Qualifications/ Relevant Experience:**

- Hold a current comprehensive First Aid Certificate. Unit Standards 26551 and 26552 (6400,6401 & 6402) as a minimum first aid qualification.
- Hold a current Pool Lifeguard Practising Certificate (PLPC) & Pool Lifeguard Skills Award (PLSA)
- The PLPC assessment has taken place and paperwork sent to Skills Active within one month of starting work on poolside.
- Have a Police Clearance and comply with the Vulnerable Children's Act 2014

#### **Technical Knowledge and Skills**

- Have good swimming skills
- Possess excellent customer service skills

#### **Personal Attributes:**

- Be capable of responding in an emergency situation
- Good communicator
- Have the flexibility to work varied hours as required and have good time management skills
- Have the skills necessary to contribute to a positive team environment and vision

**Physical fitness standards:**

- Lifeguard are required to maintain a constant level of fitness to enable them to two yearly internals to revalidate their Pool Lifeguard Practicing Certificate.
- Lifeguards are required to swim 200m within 6 minutes. In order to maintain this level of fitness, and to reach optimum safety standards for the Wai Splash Operation, lifeguards will be required to participate in regular physical fitness sessions provided by Wai Splash management and The Trust.
- All lifeguards must be able to retrieve an object from the deepest part of the pool and tread water for 5 minutes.

**Job Description Changes:**

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment – including technological requirement or statutory changes. Such change may be initiated as necessary by the Manager.

This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.

**POSITION DIMENSIONS**

This is a Part-Time Permanent position or Part-Time Casual position or Fixed Term position and will be rostered while providing supervised Lifeguard duties.

**DELEGATED AUTHORITY AND WORKING RELATIONSHIPS**

No financial delegation.

Operation of Pool Safe requirements, including matters of health & safety.

Internal relationships with Aquatics Manager, Swim Coordinator, Senior Lifeguards, Swim Instructors, Aqua Instructors, Trust members.

External relationships with Contractors, Customers, Parents, Schools, Sports Clubs, Community Services.

## **RESPONSIBILITIES:**

<b>Responsibility:</b>	<b>Objective:</b>	<b>Performance Measures:</b>
Promote Excellent Customer Service	Provide excellent customer service and ensure safety of all people in the facility.	<ul style="list-style-type: none"> <li>-Interact with all visitors to the facility and provide a friendly atmosphere encouraging visitors to want to return.</li> <li>-To respond to all enquiries, in a pleasant, helpful and timely manner to customers, co-workers, contractors and other business associates to ensure quality of service and maintenance of a professional image.</li> <li>-Maintain a clean and tidy appearance at all times. Uniforms must be worn correctly and maintained at the standard set by Aquatics Manager.</li> <li>- All complaints or requests for service are reported to the Aquatics Manager or Assistant Manager immediately and are responded to within two working days of the registering of the request.</li> <li>-Immediate action is taken to remedy the situation where the complaint affects public safety and is reported to the Aquatics Manager or Swim Coordinator immediately.</li> </ul>

<b>Responsibility:</b>	<b>Objective:</b>	<b>Performance Measures:</b>
To provide a safe environment	When on duty provide a safe environment within resources available.	<ul style="list-style-type: none"> <li>-Comply with Pool Safe, Work Safe, Health &amp; Safety, Governance and Council hazard policies regarding the management of hazards.</li> <li>-Follow Normal Operating Procedures (NOPs) covering the day to day lifeguard supervision.</li> <li>Lifeguard the swimming pool in accordance with Pool Operating Procedure/ Pool Safe Manual.</li> </ul>

<b>Responsibility:</b>	<b>Objective:</b>	<b>Performance Measures:</b>
Plant operation and water treatment	Provide quality water and operations to the public.	<ul style="list-style-type: none"> <li>-Assist where required in the operations and maintenance of the pool plant systems and water treatment.</li> <li>-Clean and observe the pool quality. Adjustments made where needed and advice.</li> <li>-Carry out any other duties that may be assigned by the Aquatics Manager, Swim Coordinator, Senior Lifeguard or Trust.</li> </ul>

<b>Responsibility:</b>	<b>Objective:</b>	<b>Performance Measures:</b>
To provide a well-maintained environment.	<p>Ensuring we have a clean facility.</p> <p>Ensuring the facility is well supervised at all times.</p>	<p>-Assist in the caretaking, cleanliness and security of the facility and its surrounds.</p> <p>- Ensure the facility is clean at all times, by making regular checks through change rooms and around poolside.</p> <p>-Ensure all guidelines of Wai Splash Community Pool and The Trust are adhered to by all patrons.</p> <p>-When conducting poolside duties ensure maximum attention is given to the users of the pool and that all safety measures as outlined in the staff operations manual are adhered to and carried out.</p> <p>-Follow Poolsafe operational procedures. Including:</p> <ul style="list-style-type: none"> <li>• Recommended static positions</li> <li>• Patrolling routes</li> <li>• Personal appearance and conduct of lifeguards</li> <li>• Identification of risks</li> <li>• Poolside first aid</li> <li>• Other Poolsafe requirements</li> </ul>

<b>Responsibility:</b>	<b>Objective:</b>	<b>Performance Measures:</b>
Contribute to a positive team environment.	To be a team member and contribute.	<p>-Encourage fellow staff members to interact with customers.</p> <p>Pass on all required information to ensure that all staff are up to date with what is happening.</p> <p>-Encourage all pool staff on duty to behave in a professional, safe and customer friendly manner at all times.</p> <p>-Attend and be involved at all team meetings and training.</p> <p>-Demonstrate good behaviours and role modelling.</p> <p>-Be a team player and choose a positive attitude.</p> <p>-Take personal responsibilities and ownership for initiating, implementing and following through on an action.</p>

Signed:

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Aquatics Manager:

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Employee:

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Date:

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Date: