

POSITION DESCRIPTION

POOL LIFEGUARD – GOLDEN SQUARE POOL INC.

Position Title:	Pool Lifeguard
Classification/Grade:	Fitness Industry Award 2020 Grade 3
Employment Status:	Casual
Location:	Golden Square Pool – 14a Maple Street, Golden Square
Minimum Qualifications:	Pool Lifeguard SISSS00129 Provide First Aid HLTAID011 Employee Working with Children Check
Reports to:	Team Leader, Golden Square Pool Inc.

Golden Square Pool is a multi-award winning, not-for-profit community organisation operated by a team of 100 local volunteers aged 5-85. Our vision is to work hard every day to be a vibrant, dynamic and empowering community hub that connects and grows Golden Square and Bendigo.

THE ROLE

Pool Lifeguards at Golden Square Pool supervise the pool environment, ensure the highest standard of public supervision and safety, and communicate in a positive manner with patrons and the broader community whilst contributing to a fun and enjoyable experience. Pool Lifeguards also take on a much greater responsibility than simply supervising water and surrounding space. Alongside our volunteers, lifeguards represent our values, our vision to be a vibrant, dynamic and empowering community hub that connects and grows Golden Square and Bendigo and work to achieve aims as outlined in Golden Square Pool Inc.'s most recent Strategic Plan.

VALUES

There are eight building blocks that guide all of our actions as staff and volunteers at Golden Square Pool:

- Respect
- Safety
- Inclusive
- Teamwork
- Communication
- Community
- Fun
- Care

OUR OBJECTIVES

Golden Square Pool is proud to be Golden Square's beating heart, with our Committee of Management, volunteers and staff committed to building a powerful and positive community hub that people of all ages and abilities can enjoy:

- Provide Golden Square and Bendigo residents with a safe, welcoming and affordable space for recreation
- Create innovative programs that prioritise health and wellbeing and community development
- Be a dynamic and vibrant community hub for every single person, with a focus on young people
- Offer opportunities for skill development, growth and involvement for volunteers, staff, patrons and the wider community
- Grow the platform and tell the story of the organisation through marketing, fundraising, sponsorships and grant acquisition
- Become a sustainable organisation with strong strategic directions, prepared for the future

DUTIES & RESPONSIBILITIES

LIFEGUARDING AND FACILITY SUPERVISION

- Be a champion of Golden Square Pool Inc.'s policies, vision and values at all times to patrons, colleagues, volunteers, council, management and contractors
- Provide adequate supervision of aquatic facilities to ensure the safety of all facility users.
- Maintain concentrated observation of pools and patrons to anticipate and respond to problems.
- Identify and quickly respond appropriately to any emergency.
- Ensure facility rules are being obeyed whilst at the same time educating facility users about safe aquatic practices.
- Ensure patrons are protected from unruly behaviour and dangerous actions.
- Carry out intervention and preventative action to ensure the safety and wellbeing of patrons, the facility and equipment.
- In conjunction with facility management facilitate the timely and safe use of water space.
- In the event of injury or illness, provide appropriate first aid and follow relevant processes.
- Proactively undertake regular cleaning and tidying duties to ensure the maintenance of a safe environment for staff and patrons. This includes work-spaces, pool environment and other areas as required, as per task lists.
- Proactively engage with patrons, volunteers and the facility to ensure the site is operating effectively at all times. This includes stepping up where necessary to ensure the demands of the facility, and the situation, are met, each day.
- As per operating structures, undertake operational tasks such as conducting and responding to pool tests and chemical management
- Work collaboratively with the Golden Square Pool Inc. Leadership Team to ensure season objectives, and the organisation's vision, are implemented successfully.
- Assist in the set-up, implementation and pack-down of activation activities including Water Aerobics, Lap Club, swimming lessons, school bookings and major events.
- Assist with entry and kiosk tasks where required
- Contribute to facility maintenance as required
- Assist with cleaning & safe control measures for:
 - Change rooms
 - Lost property
 - Public use equipment
- Safely operate equipment including the pool vacuum.
- Attend meetings and in-service training sessions as required.
- Advise management of requirements for:
 - Re-stocking of first aid, cleaning, chemical supplies.
 - Troubleshooting, maintenance, breakdowns.
- Report Risk Issues immediately, such as maintenance issues and patron complaints
- Comply with legislative and organisational requirements relating to:
 - Current water restrictions
 - Occupational Health and Safety
 - Guidelines for Safe Pool Operation
 - All Golden Square Pool operational guidelines, including Emergency Management Plan
 - Deployment Plan
 - COVID-19 (internal and external policies)
- Performs other duties as required, as per the Team Leader, Duty Manager or General Manager instructions.

LIFEGUARD IN CHARGE DUTIES (IF DESIGNATED)

If designated the Lifeguard in Charge as per the roster, responsibilities include:

- Being the Facility Leader during shift, which involves overseeing other staff, leading incident response, dealing with complaints, responding to operational issues that may arise, coordinating bookings and working with volunteers.

- Ensuring collection of Chemical Readings every four-hours
- Ensuring opening and closing tasks are completed (if applicable)
- Coordinating the management of the pool vacuum
- Overseeing the implementation of the Supervision Plan
- Developing a daily cleaning list for all paid staff, based on the communications books. This includes overseeing hourly checks and cleans of the bathrooms, and COVID Cleaning.
- Developing a daily jobs sheet to be completed
- Coordinating the set up of programs as per the calendar
- Issuing staff breaks (if applicable)
- Completing the end of day money count
- Completing money swaps for volunteers in the kiosk
- Liaising with the Team Leader if extra staff are needed

PROFESSIONAL DEVELOPMENT

- Maintain the currency of qualifications and update and renew qualifications at appropriate times.
- Attend all in-service and training sessions

SPECIALIST SKILLS AND KNOWLEDGE

- Sound knowledge of pool supervision, water safety, water education, first aid, resuscitation and rescue techniques and public safety requirements
- Ability to implement the highest standards of public supervision and safety.
- Ability to maintain concentration and alertness during extended periods of duty.
- Ability to portray a positive image of Golden Square Pool Inc. at all times
- Commitment and ability to deliver quality customer service.
- Understanding of the recreation services industry and the services provided within the industry.
- Understanding of the Golden Square community and the needs of our patrons and members.

MANAGEMENT SKILLS

- Ability to relate to patrons and staff in a professional manner.
- Time management skills required for service delivery.
- An understanding of the principles of Occupational Health and Safety as they relate to the workplace.
- Ability to assist other staff, where necessary, to ensure the smooth operation of the pool.
- If required, manage other lifeguards as Lifeguard-In-Charge (senior lifeguards only)
- Have confidence to speak to and manage volunteers if required.

INTERPERSONAL SKILLS

- Excellent verbal communication skills required for client and staff liaison and instruction.
- Sensitivity to multicultural issues.
- Ability to work co-operatively and successfully as part of a team.
- Follow instructions from the Team Leader, Duty Manager, General Manager

PERSONAL

- Create a welcoming atmosphere by treating all people in a friendly and approachable manner.
- Works as part of a team and shows professionalism.
- Punctual in both attendance on shift and attendance at staff meetings.
- Immediately responds to customer needs or concerns.
- Flexible to work mornings, evenings and weekends and on short notice.
- Model, demonstrate and teach positive values like caring, integrity, respect and responsibility.
- Maintain relevant qualifications and lifeguard fitness requirements, as outlined in Guidelines for Safe Pool Operations.

CHILD SAFETY

Golden Square Pool Inc. is a Child Safe organisation. Golden Square Pool is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them. Golden Square Pool has zero tolerance to child abuse. Each volunteer and employee has a responsibility to adhere to this requirement and report any child safety concerns to their manager immediately. Any breach of this standard will result in disciplinary action.

AUTHORITY/ACCOUNTABILITY

Within the parameters of this Position Description, and the training you have, you are authorised and required to undertake any actions that will ensure that patrons are safe, the facility is clean and safe, and Golden Square Pool is operating correctly, efficiently, effectively and aligns with our vision.

Date: August 2023