POSITION DESCRIPTION

Position Title:	**Pool Lifeguard**
Award/Agreement:	**TOC Industrial Agreement 2024** (and any subsequent agreement)
Classification level:	**3**
Directly reports to:	**Manager Aquatic Centre**
Positions under Direct Supervision:	**Nil**

Organisational Context of Position

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km2. The Town has a population of approximately 11,000 people and is located in the picturesque western suburbs of Perth, Western Australia. The Town has five key goals areas: Leadership and Governance, People, Liveability, Environmental Sustainability and Prosperity.

Organisational Mission

We exist to deliver quality services for Claremont today and to build the foundation for the future.

Organisational Vision

The Town is a progressive, respectful, sustainable, local government supporting a connected, flourishing community.

Organisational Values

- **Respect:** We are responsible for how we behave in our workplace and will show respect and courtesy to all of our colleagues and customers.
- **Integrity:** We are open, accountable and honest.
- **Quality Communication**: We demonstrate our respect for our community and each other through timely, accurate and understandable communication.
- **Customer Service:** Every contact with a customer is important and an opportunity to demonstrate our commitment.
- **Excellence:** Our focus is quality outcomes achieved on time, on budget.

OBJECTIVE OF THIS POSITION

This position works as part of the Aquatic Centre team to provide customers with a safe and enjoyable aquatic experience.

Objective 1: Pool Supervision

- Assist with the management of the daily operation of the aquatic area.
- Provide diligent supervision of swimmers and patrons in accordance with established Town procedures.
- In conjunction with Management control all emergency situations in the facility whilst on duty.
- When required, provide first-aid treatment response in accordance with Royal Life Saving (WA) procedures.
- Any other duties that assist in the overall safe, effective and efficient operation of the facility.

Objective 2: Maintenance and Cleaning

- Undertake cleaning of pool, buildings and surrounds to ensure the facility is free of litter and presented to a high standard at all times.
- Maintain the pool shells and surrounds including scrubbing pool walls, removal of bird droppings and cleaning of pool water scum lines.
- Carry out minor maintenance tasks such as water quality control, minor repairs and corrosion control.
- Assisting with equipment set up and pack down.
- Report any faults or hazards in relation to tools and equipment.

Objective 3: Customer Service and General Administration

- Assist with the operation of the front counter, kiosk and swim shop as required including cashier transactions, reconciliation of registers and monitoring stock and merchandise levels.
- Conduct daily and weekly banking tasks.
- Respond to phone calls, correspondence and enquiries.
- Record all bookings and membership/enrolments.
- Ensure the daily headcount file is updated to assist with user group management and invoicing.
- Monitor feedback from customers and liaise with Centre manager to suggest improvements.

Objective 4: Occupational Health & Safety (For all Staff)

- Comply with all workplace procedures for hazard identification, risk assessment and risk control.
- Actively participate in safety activities associated with the management of workplace health and safety.
- Follow policy and procedures as required.
- Take reasonable care to ensure his/her own safety and health at work.
- Avoid adversely affecting the safety of any other person.
- Identification and reporting of health and safety hazards, accidents, incidents, injuries, property damage at the workplace.
- Ensure the correct personal protective equipment is used for the task or activity.

Objective 5: Corporate Responsibility (All Staff)

- In all actions, be accountable and employ ethical decision making and good governance in line with Town's Code of Conduct, values, policies and procedures.
- Demonstrate an ongoing commitment to the Town's Customer Experience Charter.
- Provide a high level of customer service.
- Promote and maintain harmonious relationships in the workplace.
- Ensure efficient and appropriate use of resources.
- Promote the development of efficient work practices.
- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Adhere and follow the Town's Record Keeping Plan.
- Carry out other duties as requested by management which may be reasonably expected within the scope of

the classification level and skill base of the employee.

Objective 6: Continuous Improvement (All Staff)

- Employ the mind set of continuous improvement to all work tasks.
- Support team members to review and analyse processes to identify possible improvements.
- Contribute to developing a culture of acknowledging and celebrating efforts to improve processes.

SELECTION CRITERIA

Essential

- Current Pool Lifeguard Licence (renewed annually):
  - HLTAID011 – Provide First Aid.
  - SISCAQU019 – Supervise patron safety in aquatic locations.
  - SISCAQU020 – Perform water rescues.
  - SISCAQU021 – Perform complex water rescues.
  - SISCAQU022 – Provide oxygen resuscitation and therapy in an aquatic environment.
- Sound customer service and interpersonal skills.
- Ability to work in a roster system and show flexibility in work hours including weekday and weekend work.

Desirable

- Previous experience in a similar role.
- Pool Supervisor qualifications.

REQUIREMENTS

The Town requires all staff prior to commencing employment to:

- Provide an original qualification for sighting or a certified copy of qualification (where listed as Essential in Position Description).
- Provide for sighting 100 points of identification including at least one with a photograph (i.e. Driver's License and Passport or Birth Certificate).
- Provide a Police Clearance (at employee cost).
- Provide evidence of the Right to Work in Australia.
- Complete a pre-employment medical (Town's GP to confirm fitness to work in position), or completion of a medical questionnaire.
- Sign a change of circumstances employee declaration.

Some positions may be required to undertake other checks and verifications such as Working With Children Check and these will be specifically indicated in the Selection Criteria.

Signatures

Director	
Signature	Date
Employee	
Signature	Date