POSITION DESCRIPTION

Title:	**Leisure Services Officer – Lifeguard**
Position Number:	**Various**
Classification:	**Band 3**
Directorate:	**Infrastructure**
Department:	**Infrastructure Preservation**
Award:	**Greater Shepparton City Council Enterprise Agreement / Victorian Local Authorities Award 2001**
Incumbent:	

ORGANISATIONAL RELATIONSHIPS

Reports to:	Operations Coordinator
Direct Reports:	▪ Nil
Primary Internal Relationships:	▪ Manager – Infrastructure Preservation ▪ Aquamoves Centre Manager ▪ Aquamoves Coordination team ▪ Aquamoves Staff ▪ Responsible Managers ▪ All Staff
Primary External Relationships:	▪ Aquamoves Facility Users ▪ Contractors ▪ Agencies ▪ Schools ▪ Businesses ▪ Community

POSITION OBJECTIVES

The Leisure Services Officer – Lifeguard plays a key role in helping Aquamoves achieve its vision to be the hub of health and wellbeing in Greater Shepparton, by motivating and educating our community to enjoy healthy, active, happy and connected lives.

KEY SELECTION CRITERIA

- Excellent customer service and member engagement skills.
- Excellent written and verbal communication skills and ability to build relationships with staff, members, guests and client groups.
- Possess a current Working with Children's Check as well as relevant qualification for appropriate stream and have a proven history of engaging in professional development and ensuring relevant qualifications are kept up to date.
- Flexibility to meet the demands of the Centre, the position may involve morning, evening and weekend work.
- Demonstrated commitment to Council's values of respect, take ownership, courageously lead, working together, continually innovate and start the celebration.

KEY RESPONSIBILITY AREAS

- Provide a high level of service to internal and external customers including members, guests and user groups.
- Make a positive personal contribution to the successful operation of the Centre supporting the purpose to improve the health, fitness and wellbeing of our community.
- Engage in professional development to ensure service delivery remains at the forefront of the industry.
- Maintain a high standard of personal presentation.
- Maintain and present work areas to a high standard.
- Actively cross promote Aquamoves programs and services to members and guests.
- Assist in administering first aid when required and accurately reporting and recording of all incidents.
- Complete all required administrative functions efficiently and effectively.
- Supervision, rescue and emergency intervention in accordance with the Centre's policies and procedures, Life Saving Victor (LSV) Guidelines for Safe Pool Operations and industry standards.
- Endeavour to maintain a calm and enjoyable atmosphere for all patrons by ensuring that users are educated about safety rules and behaviour code of conduct.
- Actively educate users about the Centre's watch around water policy.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position is accountable for:

- The efficient, effective and quality output of the Centre as a whole, by providing direct support and assistance to the Centre Manager in accordance with Centre procedures, customer needs and nominated timeframes.
- The freedom to act is governed by the procedures and objectives of the Centre with regular reporting to the appropriate Coordinator and Work Group Officers.
- Monitoring the validity of own qualifications required and updating these in accordance with industry standards.

This position has the authority to:

- Undertake the tasks and responsibilities of the role within the scope of relevant legislation, statutory requirements, assigned delegations, and Council policies and procedures.

Judgement and Decision Making

- Work is performed according to specific guidelines and procedures under general supervision. Guidance and advice is readily available to support decision making.
- Tasks performed may involve selection from a limited range of existing systems, equipment and processes in a defined range of recurring work situations.
- Uphold the Centre terms and conditions relating to entry, behaviour and participation.

Multiskilling and additional duties

- The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skills, competence and training, provided such duties do not result in a narrowing of the employee's skill base.

SKILLS AND KNOWLEDGE

Specialist Skills and Knowledge

- A positive attitude that supports the Centres aspirations to create a culture of high performance.
- A commitment to customer service excellence.
- Ability to complete administrative procedures.
- Knowledge and understanding of the aquatic, fitness and wellbeing industry.
- Ability to use personal computer including point of sale software, member database and Microsoft Office suite of programs.
- Commitment to ongoing training and professional development.

Management Skills

- The ability to efficiently and effectively plan and use of own time to achieve specific and set objectives with the resources available and within set time frames.
- Ability to initiate and recommend to supervisor improvements to procedures throughout the Centre.
- Ability to handle difficult customers and remain calm in emergency situations.
- Ability to work under pressure and maintain a consistent approach

Interpersonal Skills

- Highly customer focused.
- Excellent communication skills of an order to sufficiently and effectively communicate orally and in writing with Centre customers, Council employees and members of the public.
- Ability to work collaboratively as part of a team and autonomously as required.
- The ability to solve minor problems.

QUALIFICATIONS AND EXPERIENCE

It is a prerequisite of this position that the incumbent holds and maintains a current:

- HLTAID011 Provide First Aid (or equivalent)
- HLTAID009 CPR Certificate
- Pool Lifeguard Certificate
- Employee Working with Children Check

OTHER INFORMATION

This position description is an overview of the role; reasonable adjustments to the role that do not change the overall level, scope or intent of the original position may be discussed and agreed to in consultation with the incumbent.

It is a prerequisite of this position that the incumbent holds and maintains a current:

- Victorian Drivers Licence

LEGISLATION

As a Council officer the incumbent is required to be aware of and adhere to the following acts, regulations and codes (as replaced from time to time):

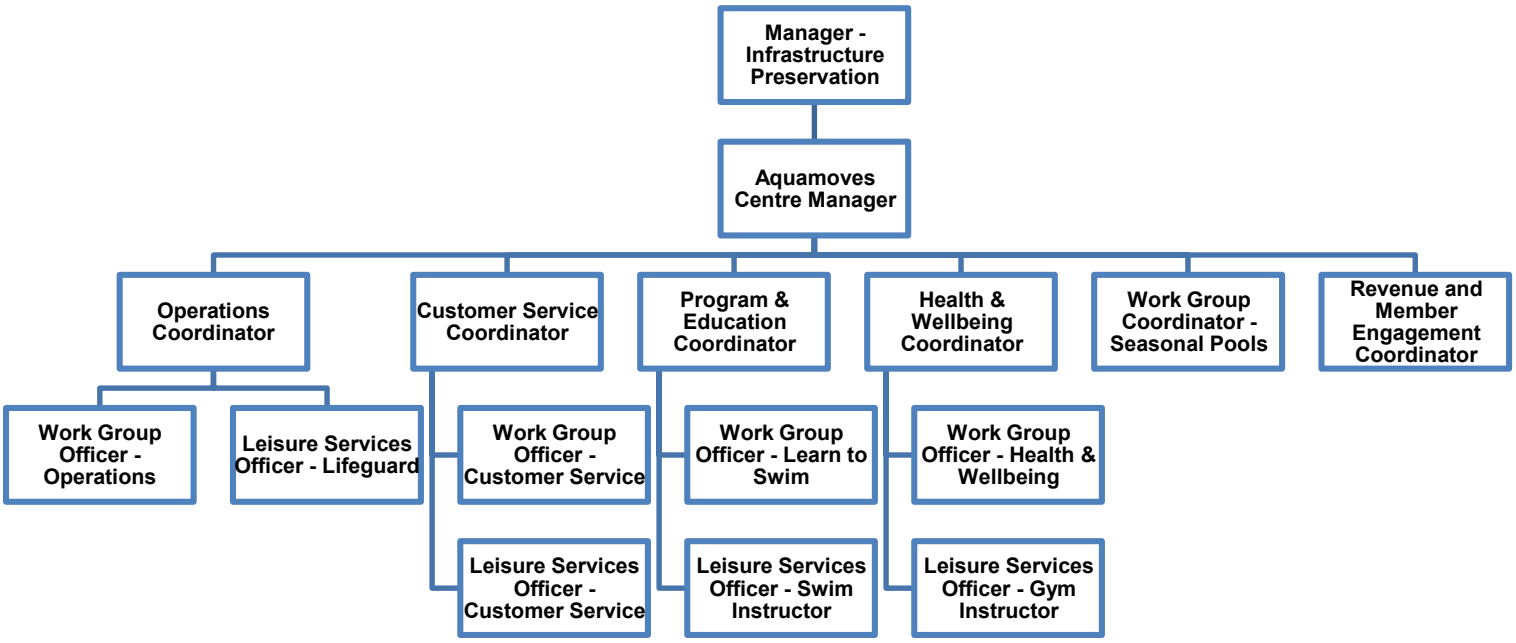
- Local Government Act 2020
- Occupational Health and Safety Act 2004
- Equal Opportunity Act 2010
- Greater Shepparton City Council Employee Code of Conduct

This is not an exhaustive list, and individual roles may have responsibilities under other forms of legislation.

ORGANISATIONAL CONTEXT

Departmental Overview

Aquamoves provides and delivers proactive aquatic, sport and leisure facilities and programs that promote positive health outcomes for the community including: management of Aquamoves, Shepparton, Mooroopna and Tatura Sports outdoor pools; and preventative health and sports development initiatives, projects and programs.



VALUES

Our Values reflect what we feel is important. Organisations may have core values that reflect what is important in the organisation.

These values may be guiding principles of behaviour for all members in the organisation.



We are attentive, listen to others and consider all points of view in our decision making.



We take pride in honouring our promises and exceeding expectations, and are t ransparent with and accountable for our actions.



We lead with integrity, and stand up and stand by what is in the best interests of the Greater Shepparton Community.



We work collaboratively to create higher quality outcomes that are more efficient, thoughtful, effective and responsive. We cannot accomplish all that we need to do without working together.



We are open to new ideas and creatively seek solutions that encourage us to do our best for our community.



As ambassadors for our people and place, we proudly celebrate the strengths and achievements of Council and the Greater Shepparton Community.

SHARED ORGANISATIONAL RESPONSIBILITIES

Occupational Health and Safety

All employees are responsible for the effective implementation of the Greater Shepparton City Council Safety Management System and demonstrate a commitment to effective risk management and minimisation. This includes:

- Taking reasonable care for their own safety and that of others at work.
- Obey all instructions from their supervisors to protect their own personal health and safety and that of others.
- Actively participate in OH&S training and awareness programs.
- Follow and encourage work group adherence to safe working procedures, instructions, guidelines and practices and recommend change if considered inadequate.
- Using safety devices and PPE correctly and when required.
- Reporting any incidents, near misses or safety hazards to supervisors, management or HSR's.
- Ensuring that they do not endanger any other person through any act or omission at work.
- Ensuring they are not affected by the consumption of alcohol or other drugs, illness or fatigue or endanger their safety or that or others.
- Actively participate in work group OH&S activities such as toolbox sessions.

Customer Service

Our customers are persons or organisations that use or needs a services provided by Greater Shepparton City Council.

We believe service excellence is the ability to provide a high quality consistent and empathetic service to our customers in line with Council objectives and statutory obligations.

Greater Shepparton City Council recognises customer service as a whole of Council responsibility. We will strive to provide service excellence through:

- Informed professional guidance and advice.
- Listening to and understanding our customer needs.
- Developing skilled and motivated staff.
- Strengthening relationships between staff and the customer.
- Ongoing evaluation reporting and continuous improvement.

Recordkeeping

As an employee of the Victorian Public Service Sector, you have a statutory obligation to maintain the confidentiality, integrity and availability of public sector information. It is your responsibility to ensure you are fully aware of the recordkeeping responsibilities detailed in the Greater Shepparton City Council's Records and Information Management Policy, Framework and associated procedures. It is a requirement for all staff to create, capture and protect the full and accurate records of all work related decisions and activities into relevant approved corporate systems.

Emergency Management

Greater Shepparton City Council understands and accepts its roles and responsibilities in emergency management operations described in the Emergency Management Act (1986 & 2013) and it is a core function of Council business.

The incumbent may, at times be asked to assist in Council's emergency management operations, within reason.

Risk Management

All employees are to:

- Understand the principles and purpose of Risk Management and the associated framework activities.
- Understand all the risks associated with their activities and assist their Manager/Team Leader in the identification and management of risks.

Child Safety

Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

INHERENT PHYSICAL AND COGNITIVE REQUIREMENTS

The frequency of the physical and psychosocial demands required of the position are defined as:

Never (N)	Does not occur
Rarely (R)	May occur but does not occur daily or weekly. (1% - 5% of the time spent)
Occasionally (O)	Does occur, time is set aside to perform this activity. (6% - 33% of the time spent)
Frequently (F)	Occurs daily or takes up a large percentage of the day. (34% - 66% of the time spent)
Constantly (C)	Primary activity for this position. (67% - 100% of the time spent)

	N	R	O	F	C
Work Environment					
Indoors				X	
Outdoors				X	
Slippery Surfaces				X	
Uneven ground/Sloped areas			X		
Work in isolation		X			
Work in confined spaces	X				
Work at heights	X				
Work in dusty/fumes/foul smells	X				
Exposure to loud noises requiring hearing protection	X				
Exposure to personal waste		X			
Body Posture					
Standing					X
Sitting		X			
Squatting/Crouching			X		
Kneeling			X		
Twisting			X		
Bending			X		
Manual Handling					
Reaching or working overhead (above shoulder)		X			
Reaching forward		X			
Gripping/fine motor movement			X		
Pushing/restraining			X		
Driving a vehicle	X				
Lifting floor to waist			X		
Lifting waist to overhead		X			
Lifting from a truck/trailer	X				
Lifting 0 - <5kg				X	
Lifting 5 - <10kg			X		
Lifting 10 - <15kg		X			
Lifting 15kg+		X			
Carrying awkward loads			X		
Climb steps/stairs/ladder		X			
Exposure to vibration	X				
Psychosocial					
Give direction to others				X	
Dealing with aggressive customers			X		
Dealing with upset customers			X		
Supporting dependent persons			X		

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	N	R	O	F	C
Cognitive					
Written communication			X		
Verbal communication					X
Comply with legislation					X
Problem solve				X	
Reason/make sense of things				X	
Make critical decisions				X	
Ensure accuracy/details			X		
Remember names/details			X		
Show creativity		X			
Examine/observe others					X
Work quickly			X		
Concentrate amid distractions					X

ACCEPTANCE AND AUTHORISATION

Employee

I have read and understand the requirements and expectations of the Position Description. I agree that I have the physical and cognitive ability to fulfil the inherent requirements of the position and accept my role in fulfilling the key responsibilities and corporate values. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Name: _____

Signature: _____

Date: _____

Authorising Officer

By signing below the Authorising Officer indicates their agreement with and approval of the position description.

Authorising Officer Name: _____

Position: _____

Signature: _____

Date: _____