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| <b>Position Title:</b>                     | <b>Pool Lifeguard (Casual)</b>                                      |
| <b>Directorate:</b>                        | <b>Office of the CEO</b>  |
| <b>Award/Agreement:</b>                    | <b>TOC Enterprise Agreement 2021 (and any subsequent agreement)</b> |
| <b>Classification level:</b>               | <b>3.1</b>  |
| <b>Directly reports to:</b>                | <b>Manager Aquatic Centre</b>                                       |
| <b>Positions under Direct Supervision:</b> | <b>Nil</b>  |

### Organisational Context of Position

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km<sup>2</sup>. The Town has a population of approximately 10,000 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 ensure the effective delivery of services at the Claremont Aquatic Centre. It exists to provide customers with a high standard of care for their safety and at the same time, facilitates a safe and enjoyable aquatic experience. This position also ensures that the facility is well maintained, clean and tidy and aesthetically pleasing to all users of the Centre.

### Objective 1: Life-saving and Emergency Response

- Provide diligent supervision of swimmers and patrons within aquatic areas in accordance with established procedures
- Ensure the minimum supervision ratios are maintained 1:100 by actively monitoring all pool and centre grounds
- Provide a high level of first-aid treatment response for swimmers and patrons in accordance with Royal Life Saving (WA) procedures:
  1. Provide first aid.
  2. Perform basic water rescue.
  3. Supervise clients in aquatic locations.
  4. Perform advance water rescue.
  5. Provide emergency care.
  6. Administer oxygen in an emergency.
  7. Filling out first aid and hazard reports.
- Provide Emergency Life-saving first-aid response in accordance with training, as required.
- Comply with local laws and policies including standards of operation and public conduct.

### Objective 2: Maintenance

- Maintain high presentation standards of pools, buildings and surrounds, such as litter control and high pressure washing of pool deck.
- Carry out minor maintenance tasks such as water quality control, minor repairs and corrosion control.
- Carry out and report such maintenance required throughout the facility to ensure all equipment is fully operational and in safe working condition at all times.
- Report any faults in relation to tools and equipment to ensure efficient operation and are maintained in a safe condition.
- Maintain the pool shells and surrounds including scrubbing pool walls, removal of bird life droppings and cleaning of pool water scum lines.

### Objective 3: Centre Operations

- Assist in the organisation of daily operations of the Centre including reviewing daily bookings and assisting with equipment set up and pack down.
- Promote sales in the swim shop.
- Assist in the promotion of the centre to increase entry numbers.

**Objective 4: Administration**

- Undertake cashier transactions and reconciliation of registers according to the policy.
- Conduct daily and weekly banking tasks.
- Assist in administrative duties including the management of Centre bookings Phoenix and responding to booking enquiries.
- Monitor Centre stock supplies to ensure that levels are maintained to achieve operational efficiency including:
  1. Front reception stationery.
  2. Swim shop merchandise.
  3. Cleaning products.
  4. First aid supplies.
- Assist, monitor and record all membership/enrolments.
- Assist in the completion of special projects as directed by the Aquatic Centre Manager.

**Objective 5: Customer Service**

- Respond to phone calls, correspondence and enquiries from the general public in a manner which promotes the Claremont Aquatic Centre.
- Maintain high levels of customer service to the Town's patrons and visitors to the Centre, in a prompt, courteous and professional manner.
- 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 6: 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 7: 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 8: 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

- Sound knowledge of and ability to undertake lifeguard duties and pool operating procedures.
- Highly developed customer service skills.
- Computer literacy including Microsoft Word, Excel and Outlook and intermediate keyboard skills.
- Ability to use a point of sale system.
- Ability to work in a roster system and show flexibility in work hours including weekday and weekend work.
- Cash handling and bank reconciliation skills.
- Effective organisational skills.
- Knowledge of chemical handling and safety precautions.

### Qualifications

- Current Bronze Medallion (once off).
- Current Pool Lifeguard Certificate (renewed annually).
  1. SISCAQU002 Perform Basic Water Rescue.
  2. SISCAQU006 Supervise clients in aquatic locations.
  3. SISCAQU007 Perform advanced water rescues.
  4. PUAEME001B Provide emergency care.
  5. PUAEME003C Administer oxygen in an emergency situation.
- Current HLTAID003 or HLTAID011 (renewed annually).
- A current Oxygen-Resuscitation Certificate (renewed annually).

### Desirable

- Previous experience undertaking lifeguard duties.

## 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).
- Complete a pre-employment medical (Town's GP to confirm fitness to work in position).
- Complete a Police Clearance (to be assessed by Human Resources).
- Provide evidence of the Right to Work in Australia.
- Sign a change of circumstances employee declaration.
- Provide a COVID certificate evidencing proof of vaccination (where required for your position by State Government Directions or Town Policy or Procedure).

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.

## PROBATION

Unless otherwise stated in a Letter of Offer, this position is subject to a 6 month probation period, at which time work performance will be reviewed to determine whether permanent appointment will proceed.

## Signatures

| Chief Executive Officer Approval |      |
|----------------------------------|------|
|                                  |      |
| Signature                        | Date |
| Employee                         |      |
|                                  |      |
| Signature                        | Date |

|              |  |
|--------------|--|
| Review date: |  |
|--------------|--|