

JOB DESCRIPTION

Name of Job Holder:

Title: Poolside Lifeguard

Core Purpose:

To monitor poolside and ensure that customers have an enjoyable experience without any accidents, injury or inappropriate incidents in accordance with prescribed Council procedures and relevant legislation.

Department:

Aquatics Horowhenua

Reports to:

Operations Manager

What Drives What we Do

We are here to serve the community and to build long-term customer confidence based on our vision, our mission and our values.

Our Vision

Working together to take Horowhenua from good to great.

Our Mission

In achieving our vision we will ensure that we are working towards:

- Customer Excellence
- Operations Excellence
- Product Excellence
- People Excellence

Our Values

Greatness - *We never settle until our good is better and our better is great!*

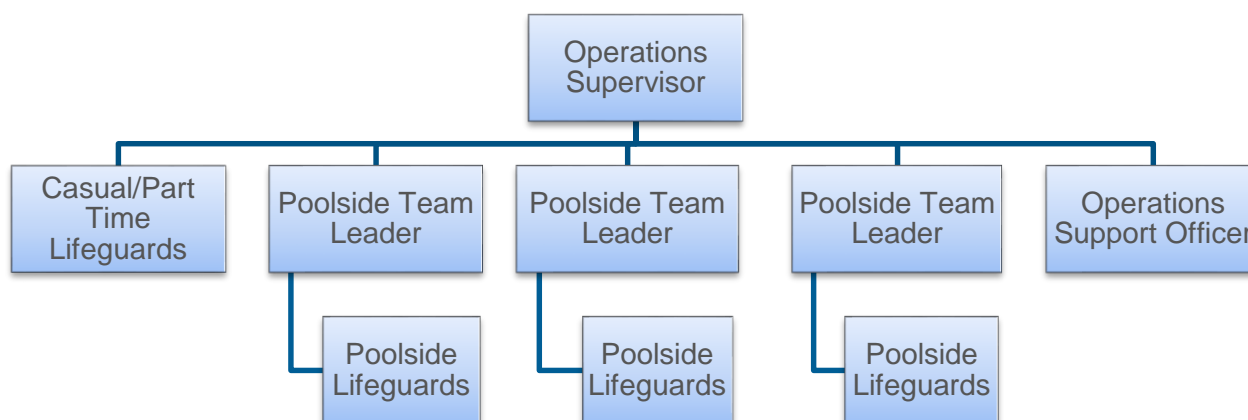
Real unity - *We make it happen, together!*

Energy - *We use our energy to perform and succeed!*

Achievement - *We deliver exceptional results!*

Trust - *We create trust by living with integrity!*

Organisation Context



Key Deliverables

1. Perform daily lifeguard duties to deliver services as per set standard operating procedures
2. Be part of training for personal development in order to ensure you meet minimum legislative requirements as well as being able to competently demonstrate the desired skill set.
3. Provide a high standard of customer service by ensuring excellent customer services through positive interaction which will offer a fun and enjoyable experience to Aquatics customers.
4. Ensure personal safety of team members and all customers using the pool facilities to meet Health and Safety legislative requirements.
5. Oversee the application of specified aquatics housekeeping standards in accordance with standard operating procedures to ensure the aquatics facilities meet the highest required standards as set by legislation.
6. Deliver on overall Council and Aquatics centre contributions if and when required to ensure business goals are achieved as well as developing own professional abilities on a continuous basis.

Key Performance Outcomes of this Role

1. Be part of daily operations and support demand

What will I be doing?

- Monitor poolside activities to ensure all functions are performed or exceed all standing operating requirements
- Comply with policies, rules, procedures, and regulations
- Ensure that all specified daily standing operating procedures are adhered to as specified by management
- Set an example of appropriate behaviour, dress code and punctuality in line with set requirements, in all aspects of the business as required from management
- Observe activities around poolside and provide clear instruction as well as receiving and feedback to seniors
- Process all required information, records and forms in accordance with policy, procedures and set standards indicated by the Operations Supervisor
- Execute workplace planning and reporting in accordance with set Aquatics standards and requirements
- Support the operations supervisor to maintain required records of work hours, time sheets and other information required
- Offer team feedback to input into business plans, goals and objectives to the Operations Supervisor in a structured manner

- At all times ensuring alert, courteous, and professional behaviour towards visitors, and the public.
- Meet specifications and established standards
- Acknowledge and recognise good staff performance which contribute to operational and customer service delivery in line with HDC policy guidelines
- Your performance outputs and values are aligned with the Aquatics vision and approved business plans
- Discuss problems between customers and lifeguards if and when required with your seniors
- Implement operational standards and procedures as and when required
- Be open for investigations regarding all complaints
- Learn and understand opening and closing procedures to ensure operating standards are adhered to
- Respond to emergencies, such as serious injuries or accidents in accordance with procedures
- Support all to ensure that all facility equipment such as the storage room, inflatables, and/or other equipment is utilised and cared for as specified by the Operations Supervisor
- Report all concerns or issues to your team leader first and or then to the Operations Supervisor
- Attend meetings as directed by the Operations Supervisor

How will I know I am doing it well?

- Service delivery meets the set requirements of the Aquatics Centre and HDC
- Attendance and operations meet the set requirements of all relevant legislation
- A clear understanding of the role of the Districts' Aquatic Centres and their development as a 'Recreation Hub' within the range of activities and services provided by the Council
- Accredited and a well maintained Pool Lifeguard Practicing Certificate to provide adequate cover at aquatic facilities
- All functions of the Aquatics team are managed in an effective and efficient manner and in line with standard operating procedures
- All operations start as per set start and finish requirements
- Effective communication exists between all parties
- High quality service is delivered and opportunities for continuous improvements are open for discussion
- A team approach for the delivery of services, outcomes and outputs is developed and maintained
- Rostered hours are managed effectively and all problems are resolved pro-actively
- The application of SOP's is successfully achieved
- All policies and procedures are applied correctly
- Lifeguard activities comply with house policies and procedures
- All reports are completed accurately and in a timely manner
- Staff time sheets are delivered accurately and on time in accordance with specified criteria
- Performance will be managed in a way that is being perceived to be fair and transparent
- Staff development opportunities are being identified effectively and lead appropriately
- The HDC Performance and Development System is being applied consistently and in line with policy guidelines
- All disciplinary enquiries will be professionally received and discussed
- Reports and administrative activities are being performed in line with the Operations Supervisor requirements
- Perform in line with the Aquatics value and operating principles
- Equipment is utilised and cared for as per set standards

2. Staff Development

What will I be doing?

- Attend all training provided and offer feedback to better the business
- Stay up to date with training development
- Learn different components of training such as spinals, defensive techniques or effective utilisation of poolside equipment, as and when directed by all team leaders in their rotation process/system
- Train consistently across training components and modules as dictated by training institutions
- Maintain capability levels tested by formal assessments and retraining when required
- Offer feedback to maintain updated with new policies

- Discuss progress towards goals and review performance, behaviour, knowledge and skill requirements with your senior
- A formal performance improvement plan as per set HDC guidelines as and when required will be implemented by the operations supervisor

How will I know I am doing it well?

- Understand and equipped to carry out duties; have the support to develop personally and professionally
- Able to present current and valid accreditation as a qualified lifeguard
- Have a continuing professional development programme available which is reviewed regularly
- Role model behaviour around proactive sharing of resources and knowledge, cooperation and collaboration
- Staff have an appreciation of the role of the Aquatic Centre and their development as a 'Recreation Hub' within the range of activities and services provided by the Council

3. Deliver high standards of customer service.

What will I be doing?

- Model excellence in customer services to poolside staff
- Representation and delivery of excellent customer service
- Ensure that the philosophy of the Aquatics Model for excellent Customer Service including presenting a friendly and professional image throughout Aquatics Horowhenua are delivered as expected and defined from the Operations Supervisor
- Present outstanding personal standards at all times, while maintaining a welcoming environment.
- Ensure all customers are greeted promptly, professionally and courteously
- Maintain effective relations with customers, while engaging with all new visitors to the facility and provide an overall friendly, fun atmosphere and experience to customers
- Ensure that all customer enquiries and problems are dealt with effectively
- Understand customer demands to address their needs effectively and as appropriate
- Communicate Aquatics initiatives and events to encourage customers to enjoy the benefits of an active lifestyle
- Manage difficult customers effectively and professionally
- Ensure that all LTS, aquatic and recreation programmes and initiatives are professionally promoted to customers
- Provide personal assistance to customers when required and suited to operational procedures

How will I know I am doing it well?

- Receive constructive feedback related to customer services
- Customers feel encouraged to return to Aquatics Horowhenua
- Customer needs and requirements are identified correctly and services meet or exceed their expectations
- Outstanding personal presentation of the entire team is displayed at all times
- Accurate and timely information is provided to customers
- Issues and complaints are actively managed and resolved quickly and effectively
- Prospective users/customers are provided with quality information on services provided within Learn to Swim and the wider aquatic facilities and programmes
- A consistent and high standard of customer service is provided in a friendly and helpful manner, greeting and treating all customers including children, with respect encouraging ongoing facility use
- Information to customers is provided to assist them in their orientation and use of service and activities
- No justifiable customer complaints exist
- Customer feedback indicates that a high standard of customer service is provided by Lifeguards in relation to customer enjoyment and safety

4. Ensure personal safety of staff and all customers using the pool facilities.

What will I be doing?

- Complies with all PoolSafe, Health and Safety, PLSA and PLPC Standard Operating Procedures and guidelines
- Participate as a member of the Health and Safety Committee as and when directed by the Operations Supervisor
- Be up to date with emergency procedures to lead and direct pool side staff and customers on appropriate action as and when required
- Assist with difficult and non-compliant swimmers regarding unsafe practices and safety hazards when required
- Support safety precaution measures and take corrective action when required
- Perform inspections to check that water programmes and activities are performed within the parameters of set rules and regulation
- Respond to reports from related to potential safety risks to implement immediate corrective action
- Ensure that all pool equipment is stored safely and that any movable items are kept in a safe place
- Follow PeopleSafe requirements at work and complete the required forms on the same day
- Direct emergency action plan and procedures established in the event of an emergency
- Ensure that high level of personal water fitness as per required standards are maintained
- Maintain own competence in both wet and dry rescue techniques as well as first aid and basic life support skills
- Assist with activities related to distressed persons, using rescue techniques, procedures and equipment as required
- Ensure that emergency medical personnel are contacted in case of serious injury
- Complete and maintain records related to incidents, emergency or other medical treatments performed as per required procedures

How will I know I am doing it well?

- Safe working practices are being applied
- All work activities are being performed safely without injuries on duty
- Working area and office is clean and safe as per legislative requirements
- Customer accidents do not exceed agreed maximum acceptable level
- Most accidents and injuries are prevented before they occur
- Customers suffering from accidents or illnesses are treated accurately in accordance with set medical procedures
- Competent and fit to perform the required emergency interventions
- Aquatic facilities are maintained at a safe and hygienic level at all times
- Keep within PoolSafe requirements and pool risk management
- Checklists are completed accurately on a daily basis

5. Specified aquatics housekeeping standards.

What will I be doing?

- Complete regular water testing as per set standards and when required from senior staff
- Attend regular training sessions offered to maintain knowledge and skill levels regarding plant, equipment and water quality standards
- Report all water tests and treatment
- Follow-up on all required testing as directed
- Assist with cleaning activities when required
- Ensure that all cleaning duties are performed as per set standards
- Check plant room on a daily basis as directed
- Perform plant room duties as per requirements
- Inspect and evaluate the physical condition of facilities to determine the type of work required
- Ensure facilities are maintained to the highest standard
- Complete general pool cleaning and maintenance duties as assigned
- Correct any water imbalances as per set standards and as directed
- Undertake regular checking, recording and adjusting (if necessary) of pool water in all pools as per standard operational procedures and as directed

- Ensure all pool surrounds, amenities and grounds are clean and free of litter, i.e. hosing and cleaning of pools
- Take corrective action related to any report of a dysfunction, damage or maintenance requirements.
- Monitor both water and air temperature checks

How will I know I am doing it well?

- The agreed hygiene and cleanliness standards for a clean and hygienic aquatic facility are achieved consistently
- Appropriate hygiene and cleaning methods are applied
- All water tests are completed in accordance with set standards
- All water quality is within New Zealand Standards 5826:2000 parameters
- All damage or maintenance is reported and acted upon
- Water treatment quality NZS5826:2010 is met

6. Deliver on overall Council contribution if and when required to ensure Council's overall business goals are achieved as well as developing own professional abilities on a continuous basis.

What will I be doing?

- Additional tasks, duties or responsibilities as directed by the manager
- Assist any other department of Council when required and as agreed
- Participate in Council's response to emergency events as practicable
- Extend own professional development
- Actively participate in and contribute to performance improvement and development
- Participate and contribute to management support initiatives
- Process all Council information as per approved electronic records management system and procedures

How will I know I am doing it well?

- Reasonable additional tasks, duties or responsibilities are carried out as agreed with the manager
- Involvement is timely and professional
- Appropriate training and development and professional development is identified and undertaken as agreed with line manager
- Council information is stored and accessible in the required systems and using the appropriate processes and tools
- Effective participation in management support and organisational activities

7. Maintain high standards of health and safety as per legislative standards to ensure a healthy working environment for staff.

What will I be doing?

- Take responsibility for being aware of Council's Health and Safety Management systems and procedures and know about own responsibilities and the procedures to follow in relation to health and safety
- Accurately identify and report any hazards, near misses or incidents
- Adhere to HDC health and safety policies and procedures, and any modifications that may be introduced from time to time
- Take all practicable steps to ensure own and other's safety in the workplace
- Helping new employees, trainees and visitors to the workplace understand the right safety practices and why the practices exist
- Participate in relevant emergency response training and duties as performed by the Safety Committee

How will I know I am doing it well?

- Safe working practices are being applied

- All HDC activities are being performed safely without injuries on duty
- Hazards, near-misses or incidents are reported in a timely and accurate manner
- Working area and office is clean and safe as per legislative requirements
- Wears protective clothing and equipment (if applicable)
- Partake in H&S training as and when required

Minimum Requirements

- **Education / Qualification:** Hold or be prepared to obtain a current Lifeguard Qualification and First Aid certificate acknowledged by Aquatics Horowhenua.
- **Experience:** Experience in life guarding and knowledge of aquatic facilities would be an advantage. Experience in other aspects of aquatic facilities such as reception duties would be an additional advantage. A successful candidate should be capable of dealing with the public in a confident, calm and friendly.
- **Technical Minimum:** Applicants should be able to demonstrate good fitness levels, stamina and a strong swimming ability and should be available to pass a physical assessment related to these capabilities.
- **Additional Minimum Requirements:** A current and valid New Zealand Drivers' licence would be preferred, good communications skills and the ability to remain calm and focused in an emergency, be available to work all shifts of the roster – weekdays, weekends, day and late shifts. Criminal record checks are mandatory as this individual will be working with young children and applicants should be willing to participate in drug and alcohol test as part of the assessment process.

Knowledge and Skill Requirements of the position

Organisation Specific Induction:

- Aquatics Horowhenua Structure
- Aquatics Horowhenua Standing Operating Procedures
- Administrative practices and procedures
- Staff conduct, policies and procedures
- Staff Performance Management System.
- Overview on Aquatics Horowhenua values and competencies
- Overview on HDC Health and Safety policy and procedures

Job Specific Induction:

- H&S Policies and procedures
- Knowledge of customer service standards and procedures, including deal with difficult customers.
- Aquatics Horowhenua Daily Operations

Job Specific Knowledge and Skills:

- 1st aid
- PLSA/ PLPC
- Core Skills L1 Customer Service & Relations
- AQ in action
- Recreation and Sport (Core Skills) L2
- Recreation and Sport (AQ) Swim education L3
- Water treatment Unit standard 20046
- Advance Water treatment and operations 3 month qualification
- Chemical handler

Competency Summary Table

- **Compliant** - The tendency to appreciate rules and following set procedures
- **Composed** - The tendency to stay calm and composed in stressful situations
- **Dependable** - The tendency to be responsible and reliable at work
- **Risk Conscious** - The tendency to be cautious and vigilant of hazards
- **Understanding Safety Instructions** - The ability to understand safety instructions, processes and procedures
- **Zero Harm Attitude** - The tendency to take responsibility for the safety of oneself and others

Work Context

Needs to be willing to work shifts in accordance with a set roster, which include working outside of normal office working hours. Work pressure could be experienced due to being exposed to intense emergency situations as well as potential interpersonal conflict situations. Needs to be able to sustain focus and attention to detail during shifts within a warm and humid environment. Needs to maintain physical fitness in order to perform duties. Training and certificates needs to be updated within set time cycles as per legislative requirements. Should be comfortable with following strict rules and procedures.

Financial Authority

None

Number of Direct and Indirect Reports

None

Key Relationships

Internal:

- Levin Aquatics Horowhenua management team
- Lifeguard team
- Levin Aquatics Horowhenua staff
- Community Assets team
- Council staff

External:

- Public
- Schools
- Community groups/pool users, sport and recreation Clubs, Sport Manawatu
- Health Sector
- Facility customers
- Programme and event participants
- Aquatic Clubs and other user groups
- Swimming pool customers
- Sports clubs and community organisations
- Education establishments
- Suppliers, service providers, contractors
- Sport Manawatu
- Water Safety New Zealand
- Swimming New Zealand
- Local Swimming Clubs
- Primary and Secondary Schools
- Sport New Zealand
- Colleagues from other councils