

Position Description



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| Position Title: | Lifeguard |
| Reports to: | Lifeguard Leader |
| Business Unit: | Operations |

Position Objective

To ensure the provision of a safe, welcoming and memorable aquatic environment for members and guests, whilst ensuring high standards of supervision and customer service are maintained for those engaged in aquatic activities.

Responsibilities

Specific Duties and Responsibilities

- Supervise the aquatic environment at all times, refraining from distractions
- Promote and enforce appropriate behaviour standards in the aquatic environment and assist in providing an enjoyable and safe recreation experience for guests
- Ensure that the pool deck is well maintained and free from hazards at all times
- Act as a role model for positive and safe behaviour, educating members and guests
- Contribute to the provision of a safe, professional, functional, well presented and clean aquatic environment, implementing standard operating procedures where applicable
- Respond to emergency situations in accordance with your training, and report any incident that may have potential safety or security implications
- Perform water rescues where required, in accordance with your lifeguard training. Be prepared to enter the water at any time
- Operate and supervise the Water Slides in accordance with the standard operating procedures at all times, including a pre-ride briefing to all riders in accordance with induction training
- Operate and supervise the Aquatic Playground in accordance with the standard operating procedures at all times, including being prepared to get wet whilst supervising the feature
- Respond to and manage first aid and other incidents within the Centre, and complete the relevant report form(s)
- Act as an Area Warden during an evacuation, and attend regular evacuation training exercises
- Ensure all pools are set up for programs or bookings in accordance with the daily booking schedule
- Be aware of, and act in accordance with the current Guidelines for Safe Pool Operation
- Respond to and manage customer complaints or operational issues that may arise and report to the Duty Manager on shift
- Maintain the professional public image of the Centre and create the desired safe, informative and welcoming aquatic environment
- Provide advice to members of the public and refer specific inquiries to the appropriate manager or customer service staff
- Attend to cleaning duties within the pool environment and change rooms where required

Health and Safety

- Ensure all incidents are recorded by completing an incident report, and ensure the Duty Manager is notified
- Act as an Area Warden during an emergency situation
- Take reasonable care for your own health and safety, and the health and safety of others
- Perform regular health and safety inspections as required using the appropriate checklists
- Use the correct manual handling procedures and moving equipment as outlined in induction training
- Keep up to date with all Health and Safety procedures and methods
- Ensure all tasks are carried out in accordance with PARC's health, hygiene, quality and safety standards
- Comply with reasonable instructions from Peninsula Leisure Management to support the implementation of Peninsula Leisure's OHSMS

Customer Service

- Be friendly and approachable and have a great customer attitude
- Promote customer service excellence through all actions and behaviours

Other

- Provide assistance to team members when required
- Undertake other reasonable duties as required

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| Key Selection Criteria | |
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| Qualifications | <input type="checkbox"/> Current Pool Lifeguard Award <input type="checkbox"/> Current Level 2 First Aid qualification <input type="checkbox"/> Current Defibrillator qualification <input type="checkbox"/> Current Police Records Check <input type="checkbox"/> Current Working With Children's Check (employee) |
| Experience & Knowledge | <input type="checkbox"/> Experience in supervising aquatic activities and environments <input type="checkbox"/> Knowledge of Occupational Health and Safety practices <input type="checkbox"/> Knowledge of Emergency procedures |
| Skills | <input type="checkbox"/> Planning and organising <input type="checkbox"/> Written and Verbal communication <input type="checkbox"/> Exercise judgement over the behaviour of patrons ensuring that they do not place themselves or others at risk <input type="checkbox"/> Actively takes steps to ensure that the pool deck area is secure and safe for a wide range of guests, minimising risk <input type="checkbox"/> Well-developed interpersonal skills, which enable authoritative and effective communications between a range of adults, adolescents and children <input type="checkbox"/> Ability to work in a team |
| Attributes | <input type="checkbox"/> Leadership <input type="checkbox"/> Customer Service Orientation <input type="checkbox"/> Maturity <input type="checkbox"/> Decision Making <input type="checkbox"/> Resilience <input type="checkbox"/> Culture Fit |

| Standards of Behaviour | |
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| Equal Employment Opportunity "Respect" Work Health & Safety "WH&S" Code of Conduct Policies & Procedures Confidentiality | <p>PARC employees are expected to:</p> <p>Contribute to the efficient functioning of the team in order to meet PARC objectives</p> <p>Demonstrate professional workplace behaviours in accordance with the Code of Conduct</p> <p>Participate in the planning, development and review of performance objectives associated with the role</p> <p>Demonstrate appropriate behaviours which reflect a commitment to PARC's values and strategic directions</p> <p>Comply with PARC's Equal Employment Opportunity by treating all others with respect and consideration.</p> <p>Take reasonable care to ensure your own health & safety at work and that of any other person & by co-operating with management in the keeping of a safe work place.</p> <p>Comply with PARC's Code of Conduct, Policies & Procedures and Confidentiality requirements.</p> |

PARC's Culture

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| <p>Employees are expected to act responsibly & in the best interest of PARC – our shareholders, our clients and other employees</p> | <ul style="list-style-type: none"> Honesty & integrity are vital, and we have a genuine care for the interest & welfare of colleagues. We develop effective & supportive relationships through open communication. We treat others with respect and encourage good team spirit & productivity. We participate positively in our approach & make others who work or visit the facility feel welcome. We are accountable for our actions, performance and behaviours. We are not preoccupied with personal gains. We strive to deliver customer service excellence. We naturally align to the principles of best practice. Our employees receive rewards and benefits in return for and in recognition of their performance and personal contribution. <p>PARC Values We think PEOPLE</p> <ul style="list-style-type: none"> We align customer and employee experience. We engage the community. We celebrate success. We act with integrity, honesty and respect. <p>We REIMAGINE</p> <ul style="list-style-type: none"> We have the courage to be unique and think differently. We are creative. We maximise opportunities. <p>We DELIVER</p> <ul style="list-style-type: none"> We are committed to excellence. We work together to achieve success. We do what we say. <p>We believe in quality.</p> |
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Please acknowledge that you understand this position description by signing both copies, one copy should be retained by yourself and the other copy is to be returned to Human Resources

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| Employee | | Signature | | Date | / / |
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