



City of
Norwood
Payneham
& St Peters

SWIMMING CENTRES, LIFEGUARD

POSITION & PERSON DESCRIPTION

September 2022

GENERAL

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes of each position within the organisation, align with the strategic and corporate directions of the Council as set out in the *CityPlan 2030: Shaping Our Future*. The *Organisational Values* are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the *Organisational Values*.

The Position & Person Description also provides the basis upon which selection criteria for the position are determined.

| | |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DEPARTMENT: | Chief Executive's Office |
| UNIT: | Arts, Culture & Community Connections |
| SECTION: | Swimming Centres |
| ORGANISATIONAL RELATIONSHIP: | Reports to the Manager, Swimming Centres. The Position is also expected to work in collaboration with all Swimming Centre Staff |
| DIRECT REPORTS: | None. |
| AWARD & CLASSIFICATION: | <i>Local Government Employees Award</i> and the <i>City of Norwood Payneham and St Peters Local Government Employees Enterprise Agreement</i> Municipal Employee, Grade 4 |

OVERVIEW

The City of Norwood Payneham and St Peters owns and operates (2) swimming facilities, the Norwood Swimming Centre, located in Kensington and the Payneham Memorial Swimming Centre, located in Felixstow. The Payneham Memorial Swimming Centre is currently closed for redevelopment. Both Centres operate 7 days per week (excluding Christmas Day) over a twenty six (26) week Swimming Season from mid-October to mid-April.

Both Swimming Centres run a Swim School which are conducted in two (2) blocks of 5 lessons (9 weeks) prior to Christmas and 3 blocks of 4 lessons (12 weeks) from early January. The Swim School Co-ordinator is responsible for the co-ordination of the Council's Swim Schools across each of the Swimming Centres.

ORGANISATIONAL VALUES

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the Business Excellence Framework as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values and Community Well-Being Model.

The Organisational Values (which are summarised below and attached to this document) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.

Our Values are:

| | |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| <i>Our People</i> | We are passionate, committed, empowered and accountable and we recognise the contribution of others. |
| <i>Working Together</i> | A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done. |
| <i>Leadership</i> | Leading by example, we all live our values, inspire each other and deliver clear and consistent direction. |
| <i>Excellence</i> | We strive for excellence in everything we do and we encourage innovation and quality. |
| <i>Integrity</i> | We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community. |
| <i>Service</i> | We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect. |

POSITION OBJECTIVES

- To supervise the pool operations and ensure a safe swimming environment.
- To assist in the maintenance, cleaning and safe operation of the swimming centre.

KEY RESULT AREAS

- *Operational Responsibilities*
 1. Lifeguarding
 2. Customer Service
 3. Continuous Improvement
- *Organisational Responsibilities*
 1. Corporate Governance
 2. Environmental Sustainability
 3. Work Health & Safety and Injury Management
 4. Organisational Values

OPERATIONAL RESPONSIBILITIES

Key Responsibilities & Key Tasks

1. LIFEGUARDING

- Perform Lifeguard duties, supervising the Centre users in accordance with Centre's rules and Watch Around Water and other established industry standards and guidelines
- Recognize and respond effectively in emergencies in accordance with Centre's emergency action plans
- Apply first aid, including resuscitation and the administering of oxygen (where qualified) using appropriate rescue techniques so as not to endanger the lives of oneself or others.
- Assist in undertaking cleaning of the facilities, including toilet, showers, pool surrounds and the pool itself.
- Assist in preparing the pool for operation and storing equipment at the end of the day. Includes set up or pack up of equipment etc.
- Assist the Manager/Supervisor in undertaking water testing or plant maintenance operations as required.

2. CUSTOMER SERVICE

- Undertake customer service duties including reception and cash receipting within the kiosk and reception areas.
- Prepare the reception area for open and end of day close.
- Provide a range of information on the Centre's programs, activities and promotions to pool patrons where appropriate.
- Respond to customer enquiries in a professional, timely and friendly manner and follow up on enquires to ensure they are addressed within reasonable timeframes.
- Be committed to the rostered shifts.

3. CONTINUOUS IMPROVEMENT

- Identify process and service improvements to increase capability, effectiveness and efficiency of functions and responsibilities.
- Use initiative within the scope of established work procedures and guidelines to resolve customer issues and or complaints.

ORGANISATIONAL RESPONSIBILITIES

Key Responsibilities & Key Tasks

1. CORPORATE GOVERNANCE

- Contribute to the development of Corporate & Departmental Business Unit Plans.
- Promote and develop the Council's image, standing and role in the community as and where the opportunity presents itself.
- Demonstrate and promote a *"customer first"* approach when dealing with the community.
- Contribute to the delivery of quality services and identify areas for service delivery improvement.
- Demonstrate and promote Fair Treatment and Equal Employment Opportunity Principles in the workplace.
- Contribute to the organisation's continuous improvement program and the Organisational Strategy.
- Observe and uphold the Organisational Strategy in accordance with the Council's *CityPlan 2030: Shaping Our Future*.
- Pursuant to *Section 110* of the *Local Government Act*, observe and uphold the *Code of Conduct for Council Employees* and the Council's relevant Policies.
- Attend any training required in the position.

Performance Indicators

- Positive participation in the Corporate & Departmental Business Unit planning processes.
- Positive image of Council is portrayed at all times.
- Increase in community satisfaction with regard to the delivery of quality services.
- Increased awareness of and compliance with Fair Treatment and Equal Employment Opportunity Principles.
- Positive participation in the organisation's continuous improvement program, Organisational Strategy and required training courses.

2. ENVIRONMENTAL SUSTAINABILITY

- Consider and ensure best environmental sustainability practices in line with *Outcome 4: Environmental Sustainability*, of the Council's *CityPlan 2030: Shaping Our Future*, when undertaking duties and in the delivery of services.

Performance Indicators

- Demonstrated commitment to environmental sustainability when undertaking work-related duties.
- Timely reporting of environmental incidents as per the *Accident / Incident Report Form (WHS-02680)*.

3. WORK HEALTH & SAFETY and INJURY MANAGEMENT

- In accordance with *Section 28 of the Work Health and Safety (WHS) Act 2012*, while at work you must:
 - take reasonable care of your own health and safety; and
 - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
 - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
 - cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
 - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
 - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
 - maintain their workplace in a tidy and safe condition;
 - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
 - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
 - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.

Performance Indicators

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

4. ORGANISATIONAL VALUES

- Observe and uphold the Organisational Values and conduct all affairs in accordance with *Our Values* at all times in the discharge of all responsibilities, accountabilities and outcomes.

Performance Indicators

- Compliance, observance and adherence to Organisational Values (Our Values) at all times.

PERSON SPECIFICATION

QUALIFICATIONS AND/OR EXPERIENCE

- *Royal Life Saving Society Pool Lifeguard Certificate* or equivalent (essential)
- *Provide First Aid Certificate* (essential)
- National Criminal History (Police) Clearance with no adverse findings (essential)
- *Department of Human Services Working With Children Clearance* with no adverse findings (essential)
- *Pool Plant Operators Certificate* (desirable)
- Previous experience as a Lifeguard (desirable)

Note: Evidence supporting the achievement of the above mandatory qualifications must be supplied to Council.

KNOWLEDGE AND SKILLS

- Knowledge of Swimming Centre operations and environments
- Experience in cash handling

COLLABORATION AND COMMUNICATION

- Proven ability to build positive relationships and consults with others, shares relevant information and seeks information from others as required.
- Speaks clearly and respectfully in a confident manner, seeks to understand the viewpoint of others and asks questions to clarify meaning, conveys ideas clearly to others, both written and verbally.
- Proven ability to communicate effectively with people of various ages, cultural and social backgrounds.

CUSTOMER COMMITMENT AND INTEGRITY

- A commitment to internal and external customers demonstrated through the provision of timely, reliable and expert advice on matters within the area of responsibility.
- An enthusiastic individual, who is goal-oriented and dedicated to the delivery of outcomes.

WORKING TOGETHER

- Understands the outcomes and deliverables of the team and demonstrates a commitment to team goals and actively seeks to develop and maintain effective working relationships within the team and with others.
- Actively Participate in internal training and education program, where appropriate.

EXCELLENCE

- A willingness to adopt different approaches in order to achieve results, accepts changes in job role in a positive manner.

DELEGATION & AUTHORITY

- No specific delegations.
- Authorised to direct pool users on site to ensure safe operation.
- As set out in the relevant Delegations Schedule as approved and varied from time to time by the Council.

JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- *Department of Human Services (DHS) Working With Children Clearance* with no adverse findings.
- Work Health & Safety (WHS) Competencies and training requirements include:
 - Sun Smart UVR (induction and annually)
 - Hazardous Chemicals Awareness (induction)
 - Drugs & Alcohol Awareness (induction)
 - Environmental Hazards General Awareness (induction)
 - Hazardous Manual Tasks Awareness (induction)
 - Heat Stress Awareness (every three (3) years)
 - Fatigue Awareness (annua)
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Complete duties as requested by a more senior officer than yourself.
- Complete duties within the timeframes allocated.
- Weekend and after-hours work will be required.

AGREEMENT:

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties, skill requirement and the expected outputs and outcomes for the position of Swimming Centres, Lifeguard.

APPROVED BY:

Mario Barone PSM
CHIEF EXECUTIVE OFFICER

Date

This Position & Person Description which reflects and describes the responsibilities, duties, skill requirements and the expected outputs and outcomes for the position of Swimming Centres, Lifeguard has been read and agreed to by

SWIMMING CENTRES, LIFEGUARD

Date

Our Values Behaviour Statements

Individual Behaviour

Organisational Behaviour

Our People

We are passionate, committed, empowered and accountable and we recognise the contribution of others.

Our People

- I take responsibility for my own actions.
- I commit to being approachable, positive and contributing 100%.
- I am thoughtful, respectful and interested in others.

Our People

- We engage with and have confidence in the ability of Our People.
- We appreciate differing work/life balance requirements.
- We encourage Our People to seek career-relevant opportunities for personal and professional development.

Working Together

A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.

Working Together

- I offer praise and encouragement to my peers.
- I pull my own weight and willingly contribute to share the load.
- I commit to listening and being open to new ideas.

Working Together

- We are aware and respectful of individual skills, needs and abilities.
- We are committed to removing barriers and silos.
- Communication is a key element of effectively working together.

Leadership

Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.

Leadership

- I am a role model and I demonstrate this in my daily behaviour.
- I make time for all others.
- I provide and am receptive to constructive feedback.

Leadership

- We offer support and encouragement.
- We are consistent in our leadership and sustainable decision-making.
- Our expectations are reasonable and we provide clear direction.

Excellence

We strive for excellence in everything we do and we encourage innovation and quality.

Excellence

- I take pride and ownership in my work.
- I aim to be the best I can be.
- I am willing to go above and beyond.

Excellence

- We recognise and celebrate high achievement and innovation.
- We are committed to the Australian Business Excellence Framework (ABEF).
- We seek and foster the best in Our People.

Integrity

We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.

Integrity

- I am open, honest and reliable.
- I am respectful of others opinions.
- I am efficient, effective and outcome focused.

Integrity

- We offer a safe and supportive working environment.
- We are open, honest and transparent in all our business endeavours.
- We are the role model for our community.

Service

We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

Service

- I understand and uphold the 'big picture' service of our organisation.
- I am empathetic and adaptable to customer needs.
- I am willing to assist wherever possible.

Service

- We have the right people in the right jobs.
- We engage with our community to understand their needs.
- We are committed to best quality customer service.



City of
Norwood
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& St Peters

Service Behaviours and Capabilities

Our People demonstrate the following service behaviours and use the capabilities to train, develop and focus our skills to ensure we are equipped to provide excellent service

| | Behaviours | Capabilities |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| One Council working together We believe that by working together seamlessly we provide an outstanding experience | <ul style="list-style-type: none"> • I will collaborate to get better outcomes • I will deliver in a mutually agreed timeframe • I will reflect on how my actions contribute to the whole experience | <ul style="list-style-type: none"> • Understanding of Systems Thinking and the impact of your actions and decisions • Role clarity and understanding your role and the role of others |
| Own the experience We know that service we provide is outstanding because each of us owns the whole experience from initiation to the outcome | <ul style="list-style-type: none"> • I will put myself in the customer's shoes which will guide my actions • I will be courageous to give the customer the best experience I can • I will follow up and follow through | <ul style="list-style-type: none"> • Ability to be courageous in addressing customers' needs and trying new solutions • Emotional intelligence • Ability to follow up the service through the system • Active listening skills |
| Bring my best We know that we impact the people we are serving so we choose a positive impact every time | <ul style="list-style-type: none"> • I will be professional and positive • I will ask for feedback and reflect on my service to improve • I will practice self-regulation, self-care and know when to ask for help | <ul style="list-style-type: none"> • Skilled in giving and receiving constructive feedback • A commitment to stay up to date in technical skills and knowledge • Employs strategies to maintain personal and professional resilience |
| Be adaptable We know who we are serving and adapt our style to deliver what they need | <ul style="list-style-type: none"> • I will ask enough questions to understand what service is needed • I will adjust my approach to suit the situation • I will be proactive, consider alternatives and creative solutions | <ul style="list-style-type: none"> • Skilled in being agile and adaptable • Ability to look for alternatives for best outcomes |
| Keep it simple We remove barriers and blockers that get in the way of outstanding service | <ul style="list-style-type: none"> • I will use language that is easy to understand • I will actively listen and stay focused on the situation at hand • I will offer relevant answers and solutions | <ul style="list-style-type: none"> • Ability to communicate well and use positive and constructive language |