

## POOL SUPERVISOR POSITION DESCRIPTION

<b>Department:</b>	Community Development
<b>Unit:</b>	Arts, Culture & Community Connections
<b>Section:</b>	Swimming Centre
<b>Reports To:</b>	Swimming Centre Manager The Position is also expected to work in collaboration with all Swimming Centre Staff.
<b>Direct Reports:</b>	On-duty Lifeguards when the Swimming Centre Manager and Assistant Manager are not present.
<b>Classification:</b>	City of Norwood Payneham & St Peters Municipal Officers Enterprise Agreement General Officer, Level 2 Casual
<b>Special Conditions:</b>	Seasonal casual contract position, working hours between Monday to Sunday as rostered.

### PURPOSE

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.

The Pool Supervisor oversees the daily operations of the swimming pool, ensuring a safe and enjoyable environment for patrons.

### KEY RESPONSIBILITIES

In the absence of the Swimming Centre Manager or Assistant Manager, the Pool Supervisor is responsible for ensuring that the day-to-day operation of the Centre is carried out in line with required Royal Lifesaving guidelines, Swimming centre Operating Procedures and Council Policy and to ensure that the operation and maintenance of the Council's Swimming facilities is of the highest quality, in order to provide a safe and enjoyable aquatic experience.

#### Centre Management

- Ensure the practices of the Council's Swimming Centre are in accordance with the Royal Life Saving Society Australia Guidelines for Safe Pool Operation (GSPO)
- Ensure the Centre is adequate and has appropriately skilled Lifeguards on duty in line with approved staff rosters to ensure safety levels are maintained.
- Recognise 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.

#### Facility Management

- Operate the water circulation equipment, including the cleaning, and backwashing of such equipment.
- Ensure grounds and pool is maintained according to the maintenance schedule and as needed.
- Carry out troubleshooting and emergency maintenance of plant and equipment as directed by the Manager, Swimming Centres or Assistant Manager, Swimming Centres.
- Prepare Swimming Centre for opening and closing, as well as maintaining a safe and clear Centre during operations.

#### Leadership

- Supervise Lifeguards and oversee the conduct of staff and patrons at the Centre in accordance with established policies.
- Assist in the training and induction of new staff members.
- Assist the Manager, Swimming Centres or Assistant Manager, Swimming Centres in developing a professional, customer service oriented Lifeguard team.

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### Customer Service

- Perform Lifeguard duties, supervising Centre users in accordance with Centre's rules and Watch Around Water and other established industry standards and guidelines
- Undertake administration and customer services activities including reception, cash receipting, end of day cash register reconciliation, maintenance reports, water testing log books and maintenance of attendance statistics.
- 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.
- Use initiative within the scope of established work procedures and guidelines to resolve customer issues and or complaints.

### Continuous Improvement

- Identify and implement system, policies, processes and service improvements to increase capability, effectiveness and efficiency of administrative functions and responsibilities.

## SELECTION CRITERIA

### ESSENTIAL CRITERIA

- Current SISSS00133 Pool Lifeguard Skill Set certificate
- Current SISSS00131 Aquatic Technical Operator Skill Set certificate
- Current HLTAID011 Provide First Aid and HLTAID009 Provide Cardiopulmonary Resuscitation certificate.
- Demonstrated knowledge of Emergency procedures and standards
- Understanding of administration procedures, and cash handling
- Comfortable with Microsoft Office suite of products, especially Microsoft Excel and Microsoft Word
- Experience in an aquatic environment including pool supervision and the supervision of staff
- Knowledge of Swimming Centre operations and environments
- Excellent communication and people skills
- Strong swimming ability

### DESIRABLE CRITERIA

- Advanced Supervision skills training from the RLSSA
- Experience as a lifeguard in an aquatic environment.

## JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- Department of Human Services (DHS) Working With Children Clearance.
- 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.
- Complete training & attainment of skills applicable to the Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Adhere to Council policies, procedures, guidelines and standards.
- Complete other duties as required.

## WORK HEALTH & SAFETY (WHS) RESPONSIBILITIES

- All Workers
- Prioritise safety in the workplace.
  - Take reasonable care of your own health and safety, as well as others', in line with Section 28 of the Work Health & Safety Act 2012.
  - Comply with legislation, policies, procedures and participate in WHS training.
  - Proactively identify and report hazards, incidents, injuries and property damage, using appropriate reporting systems.
  - Use tools and equipment correctly to protect the health and safety of yourself and others.
  - Ensure you are medically and physically fit to undertake the requirements of your position.
  - Follow reasonable safety instructions.
  - Not attend work while under the influence of alcohol, drugs or any substance that may impair your ability to work safely.

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| Leaders | <p>As a leader, you are also responsible for:</p> <ul style="list-style-type: none"><li>• Implementing the Council's WHS Management System and ensuring team compliance.</li><li>• Leading the development, implementation and monitoring of WHS policies and procedures.</li><li>• Identifying, assessing, and controlling workplace hazards to minimise risks.</li><li>• Investigating hazards and incidents and implementing control measures.</li><li>• Reporting work-related injuries promptly.</li><li>• Promoting a safe workplace by resourcing and supporting health, safety, wellbeing and return to work.</li><li>• Providing workers with information, instruction, supervision and training, particularly during workplace changes.</li><li>• Actively participating in WHS initiatives, audits and discussions.</li><li>• Supporting workers in the Return-to-Work process.</li><li>• Integrating WHS and risk management into recommendations to the Executive Leadership Team and Council.</li></ul> |
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WHO WE ARE



AGREEMENT

By accepting this position, you acknowledge and agree to the following:

- I have read and understood the requirements and expectations of this position description and I confirm that I have the ability to fulfil the inherent position requirements;
- I accept that this position description is descriptive of the type of duties that I will undertake during my employment and is not intended to be all-inclusive;
- I accept that the organisation may require me to carry out any duties that are within the level of skills and competence expected of my classification level;
- I understand that the City of Norwood Payneham & St Peters may amend the position responsibilities to meet business and operational requirements as positions develop over time; and
- I accept my role in fulfilling the Council's Values and Strategic Goals.

**APPROVED BY:** **READ & AGREED TO BY:**

Mario Barone PSM  
**CHIEF EXECUTIVE OFFICER**  
Date \_\_\_\_\_

**Insert Name of Incumbent.**  
**POOL SUPERVISOR**  
Date \_\_\_\_\_