

POSITION DESCRIPTION

POSITION	Lifeguard
POSITION NUMBER	
CLASSIFICATION	Band 3
AGREEMENT	Ballarat City Council Enterprise Agreement No. 8 2019
DIVISION	Development and Growth
UNIT	Recreation Services
MANAGER	Manager, Ballarat Aquatic and Lifestyle Centre
DATE UPDATED	October 2020

EMPLOYEE POSITION DECLARATION

I have read and understand the requirements and expectations of this Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position and accept my role in fulfilling the Key Responsibilities and corporate values. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

NAME OF INCUMBENT: _____

SIGNED: _____

DATED: _____

1. ORGANISATIONAL CONTEXT

As a result of population growth across Australia, Ballarat is now one of the largest inland regional cities in the country. Ballarat is uniquely located with easy access to Melbourne, Geelong and Bendigo and is the Western Victorian capital for a region of 400,000 people.

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Ballarat Aquatic and Lifestyle Centre values are based around the organisation's values of Leadership, Loyalty, Excellence and Outcomes:

 <p>LEADERSHIP</p> <p>Everyone at the City of Ballarat can show leadership by contributing to delivering the best outcomes for our community, our organisation and our teams. We value positive leadership: understanding that what we do, counts and each of us can take responsibility for the work we do.</p>	 <p>OUTCOMES</p> <p>We show persistence with discipline to deliver what we promise to our community and each other. We will work hard to find solutions for our community and our organisation that make a positive and lasting difference.</p>
 <p>LOYALTY</p> <p>At the City of Ballarat, we are committed to our purpose and enjoy belonging to an organisation where we support each other and act with integrity and trust.</p>	 <p>EXCELLENCE</p> <p>As the need of our community change, we will continually improve our performance. We encourage people to be clever, creative and collaborative to deliver outstanding outcomes for Ballarat.</p>

2. POSITION OBJECTIVES

To ensure safe use of the Aquatic Facilities by supervising the total pool environment through preventing, identifying and responding to emergency and/or first aid situations. The Lifeguard must be a person who can effectively communicate with patrons and user groups while providing exemplary customer service. This duty may extend to the wider facility environment.

Positions will have a primary location but will be on occasions asked to work from other Council aquatic facilities. Shifts can change subject to weather conditions.

3. KEY RESPONSIBILITY AREAS

General

- Supervision of the total aquatic environment whilst on deck including;
 - Positioning - regular patrolling circuits of each aquatic and dry area,
 - Appearance - including appropriate protective clothing.
 - Maintaining alert scan - appropriate and consistent surveillance of aquatic environments.
- Responding quickly and correctly to emergencies and first aid situations as they arise.
- Reporting emergency and first aid incidents appropriately and in accordance with council policies and procedures.
- Complying with established procedures for safety, training and customer complaints.
- Maintaining a working knowledge and understanding of the aquatic operations.
- Maintaining a working knowledge and understanding of the Facility Emergency Management Plan.

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- Providing exceptional customer service at all times.
- Cleaning and general uptake of aquatic facility.
- Following set opening and closing procedures.
- Other duties as required.

From a Health & Safety perspective the City of Ballarat requires the following:

All Employees and Volunteers

- Report hazards, incidents, injuries and unsafe practices as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed, including but not limited to carrying first aid supplies as requested
- Constructively participate in *monthly* team meetings.
- Participate in shift handover as required
- Comply with the City of Ballarat safety system
- Participate constructively in all forums set up to investigate, improve or communicate safety.

4. ORGANISATIONAL RELATIONSHIPS

Reports to:	Lifeguard Team Leader
Internal Liaisons:	Recreation Services Team
External Liaisons:	Community User groups including schools and community groups

5. ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Responsible for the quality and timeliness of own work.
- Informing the public of specific procedures and practices.
- Acting and promoting established emergency response procedures and action plans.
- Before and whilst open, ensuring that the aquatic environment is safe and clean in accordance with procedures and checklists.
- Promptly discussing and resolving problems with Lifeguard team members, volunteers and pool user groups as issues arise.

6. JUDGEMENT AND DECISION MAKING

- Day-to-day problems are to be solved in accordance with established policies and procedures.
- Undertake daily work tasks as per aquatic systems and procedures specific to site.
- Guidance is available from the Lifeguard Team Leader, Duty Manager or Aquatics Services Coordinator in applying the systems and procedures.

7. SPECIALIST SKILLS AND KNOWLEDGE

- Knowledge and skill in current Lifeguard practices.
- Understanding of documented aquatic facility procedures.

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- Ability in identifying and reporting hazards in the aquatic environment in accordance with established procedures.

8. MANAGEMENT SKILLS

- Ability to manage their own time and workload within set resources and timeframes.
- Understanding of and implementation of practices relating to health and safety of their own self, volunteers, team members, participants and general community.

9. INTERPERSONAL SKILLS

- Clear oral communication skills with team members, volunteers and general community.
- Ability to build rapport with general community and aquatic user groups.
- Provide regular communication including verbal and basic written reports to Lifeguard Team Leader.

10. QUALIFICATIONS AND EXPERIENCE

- Current Lifeguard Accreditation from a Registered Training Provider
- Current Level 2 First Aid incorporating annual CPR (HLTAID003)
- Current Employee Working with Children Check
- Desirable anaphylaxis and asthma first aid (HLTAID004)
- Desirable advanced resuscitation (HLTAID007)

11. SELECTION CRITERIA

- Qualifications as required.
- Understanding appropriate response and action to emergency and/or first aid incidents.
- Demonstrated understanding of reporting and responding to hazards and issues of safety in an aquatic facility environment.
- Knowledge and understanding of health and safety issues relevant to work activities and work area.
- Availability to work to a variety of shifts on a flexible roster. Shifts occur between 6am – 8pm, seven (7) days per week.

12. PHYSICAL AND COGNITIVE ANALYSIS

Physical Demand Matrix

Overall Role	Lifeguard						
Body Posture	N	R	I	O	F	C	Comments
Standing						✓	Constant requirement to stand whilst completing all listed tasks
Sitting	✓						Sitting not required whilst completing listed tasks
Horizontal reaching with arms extended > 30cm in a 180 degree plane.				✓			Occasional requirement to reach whilst: <ul style="list-style-type: none"> • Moving pool covers • Cleaning scum lines • Moving lane ropes • Coiling and uncoiling pool vacuum blue cord

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							<ul style="list-style-type: none"> Assisting patron from pool
Neck flexion/extension/rotation						✓	Constant movements of the neck in all directions required to scan the pool area to ensure the safety of all pool users and to complete all listed tasks
Reaching above shoulder height			✓				Intermittent requirement to reach to assist a patron from the pool via an aquatic rescue and connect the winch (50 meter pool)
Stooping & bending forward from standing position			✓				Intermittent requirement when: <ul style="list-style-type: none"> Moving pool covers Cleaning scum lines Moving lane ropes Lifting and lowering pool vacuum Assisting patron from pool
Kneeling / squatting			✓				Intermittent requirement when: <ul style="list-style-type: none"> Moving pool covers Cleaning scum lines Moving lane ropes Screwing/unscrewing disabled hoist screws
Trunk rotation						✓	Constant trunk rotation required (left and right) whilst completing all tasks and to scan the pool area to ensure the safety of all pool users

Mobility	N R	R	I	O	F	C	Comments
Climbing step / platform			✓				Intermittent requirement to climb a the grandstand for cleaning purposes
Walking						✓	Constant walking required whilst completing all tasks
Walking over uneven surfaces			✓				Occasional walking over uneven surfaces required when working at the outdoor pools
Ladder climbing	✓						Not Required

Manual Handling	N R	R	I	O	F	C	Comments
Unilateral lifting				✓			Intermittent requirement to lift: <ul style="list-style-type: none"> Lane totes Aqua equipment
Bilateral carrying			✓				Intermittent requirement to carry the pool vacuum and patrons on the spinal board
Lifting with weight away from body <10kg			✓				Intermittent requirement to lift the pool covers and lane ropes away from body.
Lifting with weight away from body >10kg			✓				Intermittent requirement to lift the pool vacuum away from body.
Lowering a vertical distance > 25cm from waist to floor			✓				Intermittent requirement when lowering manual pool vacuum into pool
Lifting a vertical distance > 25cm from waist to shoulder height	✓						Not Required
Lifting 0kg - 4.5kg			✓				Intermittent requirement to lift: <ul style="list-style-type: none"> Lane ropes Spinal board Pool scoop

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Lifting 4.5kg - 9kg		✓					Rare requirement to assist patrons out of the pool via an aquatic rescue
Lifting 9kg - 22kg			✓				Intermittent requirement to lift Pool vacuum
Lifting 22kg - 45kg		✓					Rare requirement to potentially lift during an assisted rescue or medical emergency.
Lifting 45kg+		✓					
Handling unstable objects			✓				Intermittent requirement to handle unstable: <ul style="list-style-type: none"> • Patrons on spinal boards • Pool cover • Pool vacuum
Carrying			✓				Intermittent requirement to carry items listed above
Pushing / pulling			✓				Intermittent requirement to push / pull which extends to: <ul style="list-style-type: none"> • Pool cover trolley • Pool cover winch • Pool vacuum • Pool covers • Disabled hoist
Sustained/repetitive hand grip			✓				Intermittent requirement to sustain hand grip whilst completing all listed tasks except observing patrons in pool
Tool use		✓					Rare requirements to use lane rope tightener
Exposure to vibration	✓						Not Required

Frequency scale for critical physical demands	NR = Not Required within this range of duties R = Rarely (less than 1 x weekly) I = Intermittently (1 x every 2.5 hours) O = Occasional (1 x every 30 minutes) F = Frequent (1 x every 2 minutes) C = Constant (1 x every 15 seconds)
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Psychosocial Demands			
Personal	Concentration	✓	High levels of concentration required while completing all listed tasks
	Patience	✓	Lifeguards are required to possess high levels of patience
	Emotional stability	✓	Lifeguards are required to have developed emotional stability whilst completing all tasks
	Judgement	✓	Lifeguards are required to exercise sound judgement whilst completing all aspects of the role
	Reasoning	✓	Lifeguards are required to exercise sound reasoning whilst completing all aspects of the role
Social	Isolation	-	Lifeguards work as part of a team and as such are not exposed to isolation
	Autonomy	✓	Lifeguards are able to utilise autonomy with respect to the processes in which they complete a task (whilst following safe work procedures), however have no autonomy with respect to the work which is allocated to them by their Supervisor
	Peer support	✓	Peer support is available whilst Lifeguards complete their designated duties. Peer support is generally requested should the circumstances require it.
	Social network	✓	A social network is available for all Lifeguards through the City of Ballarat.
	Production demands	✓	Lifeguards are required to complete jobs within specified deadlines (e.g., certain jobs needing to be completed prior to Centre opening)
	Stress	✓	Lifeguards could be exposed to stressful situations particularly with respect to irate members of the community, pool accidents and injuries to patrons.