

POSITION DESCRIPTION

Pool Lifeguard

Kaiawhina Hōpua



Job Title:	Pool Lifeguard
Group:	Service Delivery Group
Location:	Tony Richards Toyota Paeroa Swimming Pool and / or Ngatea Swimming Pool and / or Waihi Swimming Pool
Reports to:	Community Facilities Officer
Supervisory Responsibility:	None
Functional Relationships:	Parks and Reserves Manager, Community Services Team, Customer Services staff, Service Delivery staff, Human Resources and Health and Safety staff, Members of the Public, Schools, Swim Clubs, Visitors to Pool Facilities including Children.
Authorities:	In accordance with the Delegation Manual

General function of the position

To provide a professional and effective lifeguard service at Council's outdoor Community pools and ensure the facilities are kept safe, hygienic, clean and tidy.

Organisation values

Hauraki District Council has four values that form the core of how employees carry out their work and conduct interactions both internally and externally. The values shape the culture of our organisation and demonstrate what is important within HDC. These values focus on 'how' we do the job, and 'how' we conduct ourselves in the workplace. This is 'The Hauraki Way'.

Communication	Respect	Commitment	Positive attitude
<ul style="list-style-type: none"> I share relevant information with others I listen to understand I value feedback I use an appropriate communication style 	<ul style="list-style-type: none"> I always keep an open mind I acknowledge and respect differences of opinion I am always considerate and understanding I treat others as I would want them to treat me 	<ul style="list-style-type: none"> I always do my best I follow through for my customers and team I go the extra mile I take personal responsibility for my actions – I walk the talk 	<ul style="list-style-type: none"> I offer ideas and solutions I look for better ways of doing things I am fun to work with I am a can-do employee



Key tasks

1. To provide a Pool Lifeguard service to ensure the Pool is actively monitored at all times and maintain a high level of customer service;
2. To ensure Council's 3 Community pools and facilities are maintained to the highest level of cleanliness and safety;
3. To show a commitment to Hauraki District Council and provide organisational support as required.

1. Pool Monitoring and Customer Service

Key Tasks	Key Performance Indicators (KPIs)
1.1 Actively monitor patron's activities to ensure a safe environment is maintained at all times.	<ul style="list-style-type: none"> Pool patrons are constantly watched and the pool and environment is safe and enjoyable to use. Pool toy is monitored as instructed by the Supervisor when in operation.
1.2 Provide Lifeguard services by being alert at all times and ready to take precautionary measures if necessary. Attend to patrons in difficulties quickly and efficiently if required and in a competent manner ensuring both personal and patron safety.	<ul style="list-style-type: none"> All swimmers are attended to quickly and advised to ensure safety. First aid is administered when appropriate. Committed to being alert and vigilant at all times while on duty.
1.3 Attend to customer enquiries and interact with a positive pro-active attitude towards all pool users, clients, parents and caregivers.	<ul style="list-style-type: none"> Customers are satisfied and treated with courtesy and respect. Positive attitude is clearly evident. Complaints about service are minimal and preferably zero.
1.4 Follow correct Council procedures for pool user admittance and cash handling. Daily admittance records are completed.	<ul style="list-style-type: none"> Cash handling process is adhered to and till is balanced daily. Concession tickets are issued correctly. Daily admittance records are maintained accurately.
1.5 Ensure any incidents, accidents or potential risks are identified, recorded and reported on a daily basis.	<ul style="list-style-type: none"> Appropriate forms are completed in accordance with procedures.
1.6 Support Team members and positively communicate with them and your Supervisor at all times.	<ul style="list-style-type: none"> Demonstrates great teamwork and is supportive in all ways. Treats team members with respect and consideration and is willing to be adaptable.

2. Pool and Facilities Cleanliness and Safety

Key Tasks	Key Performance Indicators (KPIs)
2.1 Complete regular checks around complex during opening hours to ensure any rubbish/litter is collected immediately and disposed of daily.	<ul style="list-style-type: none"> Pool environment is kept litter free at all times. All rubbish/litter collected from the pool bins is placed ready for pickup at appropriate time and day.
2.2 Left/lost articles are removed from changing rooms each day and placed in a designated area for lost property.	<ul style="list-style-type: none"> Pool environment and changing rooms are clear of all clothing and articles and lost property is available for collection.
2.3 Toilets/ changing rooms are regularly checked during the day to ensure they are clean and adequate soap/toilet tissue is available	<ul style="list-style-type: none"> Toilets and changing rooms are maintained and adequately stocked.
2.4 In the event of pool contamination ensure correct procedures are followed to ensure public safety.	<ul style="list-style-type: none"> Contamination is dealt with appropriately as described in Procedures Manual.



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| 2.5 | Test Pool Water regularly to ensure it is kept within the recommended levels and water quality information is recorded accurately. Any water quality problems are to be rectified in accordance with Water Quality Standards. | <ul style="list-style-type: none"> • Water testing is undertaken as requested. • Daily water quality information is recorded. • Corrective action is taken as per instructions. |
| 2.6 | Vacuum pool daily. | <ul style="list-style-type: none"> • Pool is kept clean at all times. |

3. Other Duties

Key Tasks		Key Performance Indicators (KPIs)
3.1	Other duties are undertaken as are reasonably required.	<ul style="list-style-type: none"> • Other duties are completed as are reasonably required.
3.2	Show a commitment to health and safety in accordance with HDC's Health and Safety Policy, systems and procedures.	<ul style="list-style-type: none"> • Policy, system and procedural requirements are complied with.
3.3	Take all practicable steps to ensure own safety, and no cause of harm to others by action or inaction.	<ul style="list-style-type: none"> • Safe work practices are demonstrated.
3.4	Provide organisational support as required, such as in respect of Civil Defence activities.	<ul style="list-style-type: none"> • Employee participates in Civil Defence activities and events as required and as directed.
3.5	Abide by the general expectations, codes of conduct, and policies and procedures as outlined on the Hauraki District Council intranet.	<ul style="list-style-type: none"> • Employee takes an active approach in familiarising themselves with HDC's policies, together with relevant plans, procedures and processes. • All applicable policies and procedures are adhered to.
3.6	Participate fully in organisational processes including staff meetings, Personal Performance and Development (PPD) programmes, project teams and other initiatives.	<ul style="list-style-type: none"> • Employee takes an active approach in respect of organisational processes and meets expectations with regard to their role in delivering results. • Staff meetings are attended, PPD programmes are undertaken, assistance is provided on project teams etc. as relevant.



Person specification details

1. Expertise

Qualifications:	Full NZ Drivers' Licence First Aid Certificate (or HDC can provide training) Pool Lifeguard Award (or HDC can provide training)
Experience:	Prior experience in a similar role is preferred (but not essential)

2. Skills

Commitment/Personal Accountability	Is self motivating and self managing. Demonstrates an ability to work unsupervised. Can maintain and exercise control of pool users.
Communication	Can clearly convey information and ideas to a wide variety of pool users and age groups.
Customer Focus	Makes customers and needs a primary focus of actions.
Decision making/Problem solving	Can anticipate actions that could lead to pool users being placed in dangerous situations and is able to take action to prevent these actions from occurring or escalating.
Interpersonal Relations	Interacts effectively with supervisors and peers. Is flexible with regard to days and hours worked.

3. Knowledge

Record Keeping	Understands the need for, and has good processes for maintaining records pertaining to the role.
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