

WESTLAND DISTRICT COUNCIL

JOB DESCRIPTION

JOB TITLE

Lifeguard

PURPOSE

To provide facility users with a clean, enjoyable and safe aquatic environment.

SPECIFIC DUTIES & RESPONSIBILITIES

Supervision

- Ensure a safe environment for all customers by being vigilant at all times whilst on poolside supervision duties.
- Promote and comply with facility policies and procedures.
- Manage risk in an objective manner.
- Identify potential hazards and respond appropriately and promptly.
- Be proactive in accident and incident prevention / reduction.
- As appropriate provide training and mentoring support to other lifeguards.

Customer Service

- Maintain high quality customer service by being courteous and helpful in both face-to-face and phone communications.
 - Identify and resolve issues in a proactive and positive manner.
 - Deal with complaints and conflict in a fair and respectful manner.
 - Maintain a professional approach to both internal and external customers.
 - Demonstrate awareness of cultural difference and needs.
 - Demonstrate respect for those with disabilities.

Cleaning & Maintenance

- Clean in accordance with cleaning procedures issued by management to maintain a clean and tidy pool environment.
- Perform minor repairs as required
- Undertake daily checks and tasks as instructed
- Carry out Pool Water tests to comply with NZS, 5826:2000

Other duties

- Reporting of health and safety matters
- Participate in training as required
- Support the Pool team with other related tasks as necessary.

Key relationships

- Pool staff and supervisor
- Customers, community groups, members of the public
- WDC Property and Facilities staff
- Other WDC staff as appropriate
- Contractors and suppliers

Delegated Authority

- N/A

Direct Reports

- N/A

Reporting to

- Pool Supervisor

HEALTH AND SAFETY:

- To adhere to all Council health and safety plans, policies and procedures including using protective equipment supplied.
- To identify existing or potential hazardous conditions and recommend appropriate corrective actions.
- To report all accidents and near miss events.
- To be familiar with emergency procedures.
- To ensure safe working conditions, develop safe working practices and wear protective clothing and equipment where necessary.
- To implement the removal of hazards where practicable and provide training in this area.
- To investigate accidents and near miss events.
- To ensure staff are trained and kept up to date with any new work safe policy changes.
- To ensure visitors and contractors operate under the Council health and safety policy and procedures.

Civil Defence/Emergency Management

- To meet the Council's statutory responsibilities for Civil Defence and Emergency Management (CDEM) you will be expected to participate in CDEM training initiatives and undertake activities, as directed as part of Council's emergency response

GENERAL DUTIES & RESPONSIBILITIES

- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfillment of the duties, responsibilities, obligations, and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

SKILLS, EXPERIENCE & EDUCATION

Qualifications / Experience

- Pool Lifeguard Practicing Certificate (preferred)
- First Aid Certificate (preferred)

Knowledge/Skills/Abilities

- Ability to swim to a proficient level.
- Ability to contribute to a team in a positive way.
- Excellent customer service and communication skills.
- Ability to resolve conflict and de-escalate potentially difficult customers.
- Knowledge of pool operating procedures and health and safety requirements.
- Ability to respond calmly and effectively in emergency situations.
- The ability to pass the seven-point safety check requirements for a Children's Worker position under the Childrens Act 2014.