



Aligned Leisure

ACN 608 613 350

Swinburne Centre, Yarra Park, Richmond

PO Box 48 Richmond VIC 3121

alignedleisure.com.au

POSITION DESCRIPTION

POSITION TITLE:	Lifeguard
EMPLOYER:	Aligned Leisure
LOCATION:	Mildura Aquatic Facilities
DEPARTMENT:	Facilities
REPORTS TO:	Mildura Waves – Lifeguard Captain Ouyen, Colignan, Underbool and Murrayville swimming pools – Southern Pool Captain Merbein, Irymple and Red Cliffs swimming pools – Northern Pool Captain
DIRECT REPORTS:	Nil
TYPE OF EMPLOYMENT:	Casual
KEY RELATIONSHIPS:	Members and guests visiting Mildura Aquatic Facilities

ABOUT US:

Aligned Leisure is a 100% owned subsidiary company of the Richmond Football Club, established as a vehicle to manage the operations of Richmond's health, fitness, and leisure business activities.

Our programs and services are not about us, they are about our partners and they will always be in total alignment with the needs of the specific community that we are servicing. We deliver best value to our partners by aligning our programs and services with local Municipal Health and Wellbeing Plans that highlight unique key community priorities.

POSITION PURPOSE:

The Lifeguard will supervise all staff and customers within the aquatic environment. They are responsible for the safety and experience of all customers.

The Lifeguard will be engaging and personable; providing clear direction to all customers to ensure the aquatic environment is operating safely and that customers are behaving to acceptable standards. They will have the highest levels of awareness to pre-empt any potential issues that may arise. They will take pride in supervising such an important community asset and ensure it is presented immaculately and maintained to the highest standards at all times. They will monitor water quality and liaise with the Duty Captain to maintain these high standards.

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+ Relentless + United

Lifeguards must be available to work a mixture of early morning, daytime, evening and weekend shifts. This position will work relentlessly to implement the Aligned Leisure purpose of CONNECTING TO THRIVE AND WIN, values of AWARE, DISCIPLINED, RELENTLESS and UNITED, and associated behaviours throughout the entire team.

KEY RESPONSIBILITIES:

1. Aquatic supervision

- Regularly perform supervisory circuits to ensure constant supervision of the aquatic environment and customers.
- Perform duties in line with procedures and training.
- Monitor aquatic customer numbers to ensure supervisory ratios are maintained at all times.
- Perform aquatic rescues as required.
- Administer first aid to customers as required.
- Ensure accurate recording and reporting of all accidents, incidents and customer feedback.
- Operate any equipment in line with training and procedures.
- Encourage fun aquatic play, especially amongst children and families.
- Educate customers on appropriate aquatic etiquette.
- Ensure customers are well informed, including lane and program signage.
- Welcome and educate new participants so they feel comfortable in the aquatic environment.
- Ensure that the facility is set up for programs, liaising with user groups and other staff as required.

2. Health and safety of all staff and customers

- Identify potential risks to safety and take steps to reduce those risks.
- Implement and monitor compliance to policies and procedures.
- Discuss health and safety with other staff, on every shift.
- Oversee the evacuation the aquatic environment in accordance with procedures as required. Act as Area Warden for the aquatic area.
- Risk assess work instructions to identify any hazards and act to rectify any identified risks.
- Ensure the dissemination of OHS, Risk and Environment information to any staff working in the aquatic area relevant to their roles and responsibilities, including swim teachers.

3. Pool plant, equipment and presentation

- Conduct pool water quality tests as per procedures or directed by the Duty Captain.
- Liaise with the Duty Captain on all maintenance and pool plant matters.
- Take responsibility for aquatic equipment, its safe use and storage.
- Ensure the highest levels of cleanliness and presentation at all times.
- Ensure loose rubbish is constantly cleared from the aquatic area.
- Ensure pool deck, change rooms and plant are, at shift conclusion, left in a hygienic manner.
- To undertake aquatic cleaning duties as required.
- Ensure all reports, checklists and procedures are completed and signed off by the Duty Captain.

4. Outstanding service delivery to all customers and stakeholders

- Aligned Leisure will be renowned for delivering outstanding service and providing memorable experiences for our customers. In your role, you will be relentless in identifying these opportunities and you will always ask yourself “How would I want a member of my family treated in this situation?”

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- All Aligned Leisure staff will understand and deliver on our customer charter and service promise.

The Lifeguard may from time to time be required to undertake other tasks as directed by the Head of Facilities, Lifeguard Captain, Southern and Northern Pool Captains or Duty Captain.

ESSENTIAL QUALIFICATIONS AND EXPERIENCE:

- First Aid and CPR Certificate.
- Current Pool Lifeguard Award.
- Working with Children Check.

PERSONAL ATTRIBUTES:

- High level communication and consultation skills, including a commitment to open, honest, two-way and frequent communication.
- Decision making skills, including the ability to consult and gather information, consider alternatives and communicate decisions.
- High level of awareness to pre-empt issues and risks.
- Disciplined to focus on aquatic supervision and customer safety.
- Focused on the customer experience.
- Conflict resolution skills.
- A commitment to professionalism and accountability.

APPROVED: SHANE DUNNE

Chief Executive Officer, Aligned Leisure

19 August 2018

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