

Position Description

Position:	Lifeguard Host
Department:	Community Services
Division:	Recreation Services
Responsible to:	Team Leader - Poolside
Direct reports:	Nil

OUR PURPOSE:

WE'RE ONE TEAM // We work together to enhance the quality of life in Upper Hutt by providing leadership, support, and services to our community.

OUR VALUES:

WE'RE APPROACHABLE // We are respectful, honest and open with each other and our community.

PEOPLE MATTER // We operate with integrity, respecting diversity and each other's needs.

WE'RE COURAGEOUS // We're ambitious, speak up, and are accountable.

WE'RE ONE TEAM // We cooperate and engage with each other, share the workload, and recognise a job well done.

WE HAVE FUN // We embrace each day and take on each challenge with positivity and enthusiasm.

OUR GUIDING PRINCIPLES:

WE KEEP IT REAL // We are transparent, honest, and fair, and do what we say.

WE 'CAN DO' // We are proactive, creative, resourceful, and responsive.

WE WORK TOGETHER // We collaborate, communicate, and take pride in who we are and what we do.

WE ARE PEOPLE MINDED // We serve our community, customers, and each other, respecting diversity and culture.

POSITION SUMMARY:

To actively supervise all users in the aquatic facility to ensure, promote and to educate them in safe conduct, while promoting a good public image, a healthy and clean environment and a high level of customer satisfaction to the public enjoyment; and will provide assistance with the operation of the pool plant systems.

CORPORATE ACCOUNTABILITIES AND RESPONSIBILITIES:

1. Policies and Procedures.

- Comply with Council's Code of Conduct and Staff Manual including its policies and procedures at all times
- Uphold the Council Values

2. Customer and Community Relations:

- Observe and promote the Council's Customer Service Charter
- Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times
- Work with other staff members to resolve customer queries and issues

3. Information Management

- Work collaboratively by ensuring all business documents and information are made accessible for staff to use.
- Manage and secure our knowledge and information as a key organisational asset in line with our Information Management strategy, relevant policies and best practice.
- Manage electronic documents and records using our approved Electronic Document and Records Management System (SHED).

4. Continuous improvement and innovation

- Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate
- Identify and propose additional business or service opportunities that enhance Council's existing capabilities

5. Health and safety

- Ensure all work is performed in accordance with the requirements of the Health and Safety policies, procedures and legislation
- Report all incidents, hazards and risks to the immediate supervisor

6. Teamwork

- Actively contribute to the team by looking out for others, supporting and empowering them and celebrating the success of others
- Build successful workplace relationships by working cooperatively with others

7. Training and development

- Undertake both internal and external training identified as relevant to the role

8. Participate in Council's civil defence emergency response

- Participation in relevant emergency response training and duties as requested by the Chief Executive

9. Perform other duties as may be directed from time to time

- All duties must be carried out to the satisfaction of the Manager

SPECIFIC RESPONSIBILITIES AND PERFORMANCE MEASURES:

Bold text = responsibility

Bullet Point = associated performance measure(s)

1. Maintain a high level of public relations

- Provide a high standard of customer service through positive interaction with customers; Interact with all visitors to the facility and provide a friendly atmosphere to provide an enjoyable experience encouraging visitors to want to return
- Provide information to the public to assist them in their orientation of the complex, its facilities and programme details

- Maintain a clean and tidy appearance at all times. Uniforms must be worn and maintained at the standard set by Management
- Respond, at all times, in a pleasant, helpful and timely manner to customers, co-workers, contractors and other business associates to ensure quality of service and maintenance of a professional image
- All complaints or requests for service are reported to the Recreation Services Manager immediately and are responded to within two working days of the registering of the request. Immediate action is taken to remedy the situation where the complaint affects public safety and is reported to the Team Leader immediately
- Work effectively as a part of the Lifeguard team to ensure strong positive working relationships with other staff, and ensure consistent customer service.

2. Supervise patrons using the facility

- Actively supervise aquatic facilities and activities, interacting with customers to impact positively on their behaviour
- Supervise the activities of the public with responsibilities for safe conduct, control of activities and control of the way in which the public pursue their activities within the programmed use of the complex. Have control of the pool area being supervised and ensure all facility rules and procedures are being adhered to ensuring a safe environment is maintained
- Assist the public in difficulties and maintain levels of competence in lifesaving techniques sufficient to perform an unassisted rescue in water from any part of the complex; and to render unassisted elementary First Aid to patrons in need
- When conducting poolside duties ensure maximum attention is given to the users of the pool and that all safety measures as outlined in the staff operations manual are adhered to and carried out
- Respond quickly and effectively to emergencies and to customers in difficulty, ensuring both personal and customers safety
- Ensure all guidelines of H2O Xtream are adhered to by all patrons.

3. Contribute to a positive team environment

- Encourage fellow staff members to “live the brand” and to interact with customers
- Pass on all required information to ensure that all staff are up to date with what is happening
- Encourage all pool staff on duty to behave in a professional, safe and customer friendly manner at all times.

4. H2O Xtream cleanliness and upkeep

- Assist in the caretaking, cleanliness, presentation and security of the facility and its surrounds, undertaking any cleaning duties set ensuring the facility is clean at all times, making regular checks through change rooms and around poolside, and reporting any defects or damage of the complex or equipment
- Be familiar with emergency procedures and assist with either directing the public in the event of an emergency or to take on the duties as an area warden during evacuation as required
- Take responsibility for the correct set up of pool equipment used in conjunction with programmes and events
- Proactively assist other staff to maintain a high standard of facility presentation
- Provide assistance in other areas of the Facility as required.

5. Plant operation and water treatment

- Assist in basic operation, monitoring and maintenance of the pool plant systems and water treatment and adjustments
- Be proactive and take a lead in learning about the plant and water treatment within the facility
- Carry out basic water testing, recording of test information, making minor routine plant adjustments
- Comply with all Health and Safety policies, procedures and rules, reporting all hazards and accidents, incidents and occupational illnesses.

6. Physical fitness standards

- All lifeguards appointed are required to maintain a constant level of fitness to enable them at two yearly intervals to revalidate their Pool Lifeguard Practicing Certificate
- As part of their Lifeguard qualifications, participants are required to swim 200m within 6 minutes. In order to maintain this level of fitness, and to reach optimum safety standards for H2O Xtream, lifeguards will be required to participate in regular physical fitness sessions provided by H2O Xtream management
- Maintain a high level of water fitness and competence in both wet and dry rescue techniques as well as first aid and basic life support skills.

7. Recreation Services Team member

- Contribute to the development and vision of H2O Xtream and Live the brand!
- Attend and participate in team meetings and contribute constructively to discussion that promotes a positive work environment
- Actively commit to working as part of the team to ensure a cooperative & friendly work environment.

PERSON SPECIFICATION:

Education and Qualification

- A minimum of current Pool Lifeguard Skills Award
- A current Comprehensive First Aid Certificate
- Ability to swim 200 metres continuously and competently within 6 minutes
- Have a police clearance.

Knowledge and Experience

- Have excellent swimming skills
- Ability to carry out a variety of water rescues and life-saving techniques correctly and competently
- A working knowledge of the principles of Workplace Health and Safety Regulations.
- Knowledge and experience in the safe handling and storage of chemicals.
- Be capable of responding in an emergency situation

Personal Attributes and competencies

- Good communicator - Speaks clearly, concisely and confidently using a polite and considerate manner.
- Customer Focus - Look beyond the obvious to improve levels of service. Committed to delivering high quality outcomes for customers.
- Teamwork - Cooperates, collaborates and shares information with others in pursuit of team goals. Shows consideration, concern and respect for others feelings and ideas while accommodating to their style of working. Encourages constructive resolution of conflict within a group. Have the skills necessary to contribute to a positive team environment and to the vision of the Recreation Services team.
- Reliable conduct – Ability to work with limited supervision and direction. Personal integrity. Good interpersonal skills and friendly disposition.
- Attendance and punctuality – ensuring that you arrive at work at your correct starting time.
- Ethical behaviour – this refers to doing the “right thing” at work. For example, not giving benefits to friends or theft from your employer.
- Honesty – the moral obligation for an employee to tell the truth in all situations.
- Work performance – you should always perform your work duties to the highest standard. Have the flexibility to work varied hours as required and have good time management skills.

- Taking directives – being able to correctly follow the directions and instructions given by supervisors, managers or CEO.
- Attention to detail – this involves being thorough in all work activities.
- Personal presentation and grooming – wearing the correct attire according to policy. Personal hygiene is very important, so shower before work and ensure your uniform is washed and ironed.
- Attitude – demonstrating a positive approach towards the workplace ensuring to display appropriate behaviours and to be seen as a respected role model. Demonstrates initiative and enthusiasm, commitment and capacity for sustained effort and hard work. Demonstrates a proactive and self-starting approach. Sets high standards of performance for self and others, ensuring ownership of actions.
- Discretion – being able to make decisions on what to do in a variety of situations and ability to make sound judgments.
Confidentiality – keeping personal details of work colleagues and clients private. Do not disclose personal details.
- Consistency of service – all employees should be treated the same under the equal employment opportunity policy.
- Safe work practices – perform all work duties following OHS regulations, including safe manual handling techniques and use of personal protective equipment when required

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment – including technological requirement or statutory changes. Such change may be initiated as necessary by the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.

Signed:

Director/ Manager

Date

Employee

Date