

POSITION DESCRIPTION

Position: Lifeguard

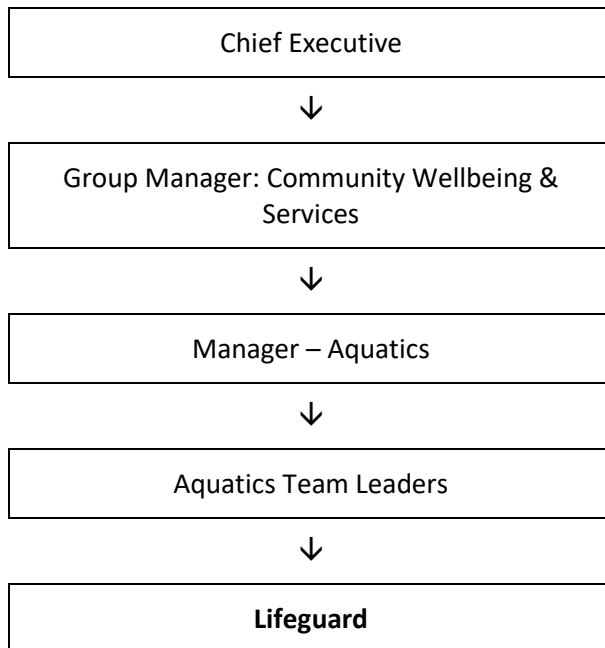
Team: Aquatics

Group: Community Wellbeing & Services

Responsible To: Aquatics Team leaders

Responsible For: Nil

Organisational Context:



Tirohanga Whānui - Council's Vision for the Community

Heretaunga Whenua Houkura, Heretaunga Hapori Ora
Fertile Land, Prosperous People

Kaupapa Mātāmua - Our Organisational Mission

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki
Working for our people and our place, today and tomorrow

Ngā Uara – Our Values

Te Mahi Tahī - Working Together

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

Mana Tangata - Respecting Others

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

Te Whakaaweawe - Making a Difference

- We strive for excellence
- We are all accountable
- We serve our community with pride

Oranga Tangata - Supporting Wellbeing

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

Working Effectively with Māori

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Maori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Context

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it, and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeings, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities. Excellence in performance from the organisation as a whole and from individuals is needed.

Purpose of Position

This role is part of the Community Wellbeing & Services Group. The Group includes Splash Planet, Hastings Aquatics, the Sports Centre, Flaxmere Community Centre, Camberley Community Centre, Housing for the Elderly and Community Development team.

The purpose of this position is to provide aquatic supervision, Customer Service, Safety, Emergency Response and Facility Presentation.

Other

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
 - Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards and guidelines.
 - Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
 - Promptly and accurately report and record any workplace injuries and incidents.
- Civil defence activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.
- Council has a Staff Policy & Information Manual which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

Key work areas for which this position will have a lead responsibility are:

Pool Supervision & Emergency Response

- Safe Supervision of all aquatic areas
- Life-guarding aquatic recreation areas
- Continually aware of actual or potential dangers to customers and practice preventative lifeguarding including accident and incident prevention i.e. behavioural concerns, potential accidents or collisions
- Provides effective emergency response, executing proper rescue techniques and providing first aid within the scope of their training
- Maintains effective customer relations employing a tactful, polite and helpful demeanour.
- Educates customers with respect to water safety and facility policies and procedures.
- Ensuring visitors safety and meeting their requests
- Moving equipment and setting up areas for special uses

Customer Service

- Courteous, positive and helpful
- Provides customer feedback to Hastings District Council standards

- Provide our guests with correct and timely information of the facility
- Promptly and accurately process any booking requests, and food or merchandise transactions in accordance with cash handling procedures.
- Wear appropriate uniform with pride and follow the facilities policies, procedures and guidelines at all times.
- Knowledgeable of the facilities layout, first aid facilities, changing rooms, BBQ areas etc

Facility Presentation

- Perform cleaning to expected standards and set timeframes; includes other physical work
- Regularly pick up litter and dispose of it appropriately
- Handle commonly used household and commercial cleaning product and equipment adhering to the facilities SOPs
- Assist with moving, setting up and packing down equipment
- Work with tools and equipment associated with cleaning and facility maintenance tasks

Team Work

- Positive and proactive team member
- Takes pride in wearing clean, correct uniform
- Takes pride in personal hygiene
- Takes pride on being on time for every shift
- Any other tasks which may be reasonably requested by your manager

Managing Health and Safety – Generic

- Follow facilities pandemic procedures at all times, ensuring customers are also aware and following correct procedures
- Use of PPE where necessary and handling of cleaning agents as per SOP's (standard operating procedures).
- Active and on time reporting of workplace hazards and near misses.
- Staff are adequately trained to perform their tasks.
- Appropriate equipment is provided to staff.
- Adequate supervision and monitoring of staff.
- Accurate reporting and recording of all workplace injuries and incidents.
- Actively promoting Health and Safety discussion during meetings.

Important Functional Relationships

External

Guests
Suppliers
Contractors

Internal

Aquatics Hastings Manager
Splash Planet Manager
Maintenance Engineer
Aquatic Maintenance Coordinator
Team Leaders
Other Pool Facility staff
Other HDC Staff

Committees/Groups

Expected Behaviours

The Expected Behaviours detailed below form part of the performance appraisal programme for all staff.

All Staff

Commitment/Personal Accountability - works willingly to achieve quality outcomes on time.

Teamwork - works constructively with team members and/or other employees towards a common goal.

Customer Focus - puts the perspective of the customer (internal and external) at the forefront of the service process and works to create quality outcomes.

Effective Communications and Relationships - when exchanging information, is successful in sharing meaning and understanding between the person sending the message and the person receiving the message.

Planning and Organising - demonstrates a systematic and efficient approach to work to achieve desired outcomes.

Continuous Improvement/Innovation - seeks opportunities for, and encourages ideas that provide solutions to all types of workplace challenges.

Professional/Technical Expertise - Has the required level of professional and/or technical expertise for the position.

Supervisor/Manager Only

Coaching for Performance - serves as a source of advice, information, encouragement and support to employees, in order that they perform more effectively and reach their potential.

Leadership - models and promotes HDC's Vision, Mission, Values and Behaviours; sets and communicates the direction of their section accordingly; motivates and enables others to contribute to that direction.

Constructive Working Relationships with Elected Members - proactively develops effective relationships with elected members; works effectively with elected members to meet mutual goals and objectives.

Strategic Perspective - understands the context of HDC within the outside world; is aware of HDC's critical success factors; considers the "big picture"; and anticipates the long-term broader issues that affect HDC so as to influence the future.

Qualifications

- National Pool Lifeguard Award (desirable not essential)
- Pool Operator Qualification (desirable not essential)
- Water testing
- First Aid

Knowledge/Experience

- Customer service experience
- Emergency response
- Aquatic experience

Key Personal Competencies

- Work safely at all times
- Supervise and ensure safe, fun use of the aquatic facility
- Perform water rescues and first aid
- Competently use all resuscitation and first aid equipment held on site

- Engage visitors and guide them towards safe and friendly behaviour
- Engage visitors and add value to their stay by giving accurate information and helping them with their needs

Personal Attributes

- Initiative and self-motivated
- Alert, courteous, positive and helpful
- Punctual & Well presented
- Willing to follow instructions
- Self-disciplined and good natured in challenging situations
- Patient, poised and able to cope with special situations.
- Able to learn quickly and act quickly