



POSITION DESCRIPTION

POSITION DETAIL

Position Title	Community Services Officer/Pool Lifeguard/Pool Attendant	
Position Number	9029	
Department / Section	Community Services / Recreation Services	
Work Location	Various Shire Facilities	
Date Created/Revised	Revised November 2020	
Award / Level	Local Government Industry Award 2020	Level 3

THE ORGANISATION

Our Mission

To deliver responsive, sustainable services in a manner that preserves and enhances our environment and lifestyle.

Our skilled and professional workforce embraces our mission and corporate values; they form the basis of how we behave in the workplace and conduct the business of the Shire of Northam.

Our Corporate Values

- **Safe** - focus on importance of safety in the organisation
- **Open** - engage in two way communication, with transparency and trust
- **Accountable** – know what you are responsible for, take ownership and deliver
- **Respectful** – demonstrate respect for others skills, knowledge and differing value systems

THE POSITION	
Positions supervised	Nil
Reports To	Relevant Supervisor as per duty statement
Summary & Objectives	<p>Provide administrative, program hosting, cleaning and maintenance, patron supervision and customer service support to ensure the effective operations of the Community Development Directorate.</p> <p>Promote a positive image for the Shire through the professional delivery of service in accordance with occupational, health and safety, risk management, environmental and quality service standard requirements.</p> <p>Flexible approach to working locations and work hours.</p>
Responsibilities & Duties	<p><u>Lifeguard – duty statement</u></p> <ul style="list-style-type: none"> • Ensure the effective supervision of patrons at all times and the enforcement of rules and regulations at pool facilities for the safety and convenience of the public. • Enforce the Shires rules and policies as they pertain to the operations of the Shire’s aquatic facilities. • Handle money when received for entry fees and food sales. • Keep accurate attendance records. • Clean swimming pool and other pool facilities as required. • Perform rescues and administer artificial respiration, CPR and first aid. • Any other duties consistent with the level of the position as directed by the Duty Manager. <p><u>Other areas within Community Services – Duty Statement</u></p> <ul style="list-style-type: none"> • Any other duties consistent with the position as requested by the relevant supervisor <p><u>Rec Officer – duty statement</u></p> <ul style="list-style-type: none"> • Deliver and facilitate recreational programs and a high level of customer service at the Northam Recreation Centre and associated facilities. • Work cooperatively with pool and recreational service staff in the delivery of high quality recreational services to the community. • Ensure the effective supervision of patrons at all times and enforcement of rules and regulations at recreational facilities for the safety and convenience of the public. • Collect money for recreational facilities and ensure the safe keeping and recording of money taken. • Ensure the proper servicing of sporting equipment, recreational facilities and pool facilities to maintain equipment and consumable stock supplies. • Ensure maintenance of building and equipment and advise

Responsibilities & Duties
Continued...

management of any maintenance requirements or equipment repairs required to maintain recreation facilities to a high standard at all times.

Cleaner – duty statement

- Carry out general cleaning duties within areas nominated by the supervisor.

Admin – duty statement

- Provide reception duties and administrative support for the Centre.
- Manage the booking system for Centre and other relevant Shire facilities including hire of the community bus.
- Manage banking including receipting of monies.
- Ensure internal documents/forms are up to date and available.
- Monitor and maintain of all office stationery and equipment.
- Undertake filing and archiving of documents.
- Any other duties consistent with the level of the position as directed.
- Ensure security of all facilities including fences, buildings and locks.
- Demonstrate continuous efforts to improve operations streamline work processes and provide a high level of customer service.
- Undertake report writing as required.
- Any other duties consistent with the level of the position as directed.

Organisational

- Embrace, support and participate in change to assist in achieving the Shire's goals and objectives.
- The ability to maintain strict confidentiality is an essential requirement of all employees of the Shire.
- Actively participate in the ongoing development, compliance and promotion of professional customer service standards.
- Recommend changes or strategies which promote a 'Continual Improvement' and 'Best Practice' approach to service delivery.
- Promote, maintain and improve the working environment and practices to ensure compliance with Industrial Awards, Occupational Safety & Health, EEO legislation and Council's Policies and Procedures.

Occupational Safety & Health, Employee Requirements

Employees are responsible and accountable for:

- Complying with workplace procedures for risk identification, risk assessment and risk control
- Participation in activities associated with the management of workplace health and safety
- Identification and reporting of health and safety risks, accidents,

	<p>incidents, injuries, property damage and mishaps at the workplace</p> <ul style="list-style-type: none"> • Correct utilisation of appropriate personal protective equipment.
Authority and accountability	This position operates under the direction of the Swimming Pool Manager within clearly established guidelines, procedures and policies of Council.
SELECTION CRITERIA	
Essential (1-15)	<ol style="list-style-type: none"> 1. Hold a current unrestricted C-class national drivers' licence. 2. Provision of a current National Police Clearance. 3. Working with Children Check. 4. Current First Aid Certificate. 5. Current immunisation for Hepatitis A and Hepatitis B.
Interpersonal skills	<ol style="list-style-type: none"> 6. Developed communication skills - both written and verbal. 7. Customer service focused approach including well developed interpersonal skills and ability to communicate effectively with a wide range of people
Judgment and problem solving	<ol style="list-style-type: none"> 8. Good analytical and problem solving skills. 9. Developed time management skills and ability to prioritise work
Management skills	N/A
Specialist Skills and Knowledge	<p>Cleaner</p> <p>10. Proven understanding of occupational safety and health requirements relevant to the position, including the safe handling procedures for sharps and cleaning products.</p> <p>Admin</p> <p>11. Sound computer and word processing skills, preferably Microsoft Office Suite and highly developed keyboard skills.</p> <p>12. Ability to work with spreadsheets at an intermediate level.</p> <p>Rec Services</p> <p>13. Senior First Aid Certificate or approved equivalent.</p> <p>14. Previous experience in a customer focused role preferably within the recreation services area.</p> <p>Lifeguard/Pool Attendant</p> <p>15. Royal Life Saving Pool Lifeguard qualification or equivalent (pre - requisite for lifeguard positions) or Bronze Medallion for pool attendant position</p>
Desirable	16. Experience in the operation of small plant and equipment, such as

	high pressure cleaners, basic power tools, etc. 17. Other Recreation or business qualifications such as Royal Life Saving Pool Lifeguard qualification or equivalent. 18. Working knowledge of pool operations and equipment. Knowledge of local government policies and procedures. 19. Previous experience within a similar role.
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PRESENT INCUMBENT

Name: _____

Signature: _____ DATE: _____

EXECUTIVE MANAGER

Name: _____

Signature: _____ DATE: _____