



# Position Description

Position:	Swimming Pool Attendant
Department:	Corporate and Community
Reports To:	Manager, Community Development
Stream:	Administration, Local Government Employees Award Grade 4/1
Tenure:	Seasonal
Incumbent:	Vacant
Date Appointed:	

POSITION OBJECTIVES	KEY RESULT AREAS
<p>To supervise all users of the pool and its facilities in such a manner to ensure that safe standards are applied and users of the pool experience maximum enjoyment during their attendance at the pool.</p>	<p>Pool and Facility Supervision</p>
<p>To ensure the delivery of quality customer service in responding to the requirements of Council's external and internal customers.</p>	<p>Customer Service</p>
<p>To ensure that all records relating to the usage of the pool are completed in accordance with requirements.</p>	<p>Records Management</p>
<p>Comply with Council's Work Health and Safety (WHS) policies</p>	<p>Work Health and Safety</p>
<p>To contribute to maintaining a safe working environment for all Council staff, contractors, the public and users of Council's community facilities.</p>	
<p>Employees have an obligation to meet the requirements of the State Records Act 1997, to comply with Council's Records Management Policy, Procedures and Standards and to properly use Council Records Management Systems.</p>	<p>Records Management</p>

Key Result Areas	Key Tasks	Performance Indicators
Pool and Facility Supervision	<ul style="list-style-type: none"> <li>• Maintain order and control and ensure the safety and wellbeing of patrons with particular attention to supervision, regular patrols and proper use of the facilities at the pool.</li> <li>• The Pool Attendant may be required to undertake other duties as directed by Council Management associated with the swimming pool.</li> <li>• Recognise and respond to emergency situations and report any incident that may have potential safety or security implications including first aid and resuscitation where necessary.</li> <li>• Promote and enforce appropriate behaviour standards in an aquatic environment and assist in providing an enjoyable and safe recreation experience for patrons.</li> <li>• Assist in undertaking any cleaning of the facilities, including toilet, showers, pool surrounds and the pool itself as required.</li> <li>• Assist in preparing the pool for operation and storing equipment at the end of the day including set up or pack up of equipment.</li> <li>• Responsible for the accurate completion of timesheets, and other records as directed.</li> </ul>	<p>Pool operates in an orderly manner</p> <p>Emergency situations are handled in accordance with training</p> <p>Appropriate behaviour standards are met</p> <p>Where required amenities are maintained in a clean and tidy manner</p> <p>Equipment is set out prior to swim sessions and packed up upon completion</p> <p>Records and timesheets are completed in accordance with Council policies</p>
Customer Service	<ul style="list-style-type: none"> <li>• To ensure the delivery of quality customer service in responding to the requirements of Council's external and internal customers.</li> </ul>	<p>Customers requirements are dealt with in a prompt and friendly manner</p>
Work Health and Safety - Personal	<p>To take reasonable care of their own safety and that of others at work.</p>	<p>Participation in the development of policies, procedure and safe work procedures and abiding by them. Comply with One System</p>

Key Result Areas	Key Tasks	Performance Indicators
	<p>To obey all instructions from their supervisors issued to protect their own personal health and safety and that of others and not to perform any procedure or task unless they have received appropriate training and instruction.</p> <p>To take such action as is within their competence and responsibility to report or make such recommendation to a higher level as they deem necessary to avoid, eliminate or minimize hazards of which they are aware in regard to working conditions or methods.</p> <p>To report any accident, injury or near miss, which arises in the course of their work. And also to provide input into solutions for resolving them.</p> <p>Actively participate, when required, in a rehabilitation or amended work program and support any member of your workgroup that may be under this type of program.</p> <p>To keep work areas in a safe condition.</p> <p>To ensure that they are not affected, by the consumption of alcohol or a drug, in such a state to endanger their own safety or that of others. And report any prescribed medication that may adversely affect your performance.</p> <p>Follow approved policy, procedure and practices, including use of safety devices and protective equipment where required.</p> <p>To not interfere with, remove or displace any safety guards, safety devices or protective equipment unless it is as part of an approved maintenance or repair procedure.</p> <p>To take part in the election of Health and Safety Representatives for your workgroup and be supportive of their role.</p>	<p>and any other applicable legislation.</p> <p>Participation in training as per training program. Not operating plant or equipment without appropriate competency having been attained.</p> <p>Active participation in the identification and control of hazards in the workplace. This could be via participation in work site inspections or risk assessment.</p> <p>Completion of hazard reports or incident reports for all incidents. It can also be raising items for action or implementing corrective action within their jurisdiction.</p> <p>Maintaining housekeeping standards.</p> <p>Work performance not being impaired due to the consumption of drugs or alcohol. The reporting of any prescription drug that may affect working safely.</p> <p>Equipment used in accordance with safety instructions, kept clean and in sound</p>

Key Result Areas	Key Tasks	Performance Indicators
	<p>Support and take active part in consultative activities, including (but not limited to) meetings, training, risk assessments, workplace inspections, safe work procedure reviews, policy &amp; procedure reviews and job safety analysis.</p> <p>Ensure that record keeping requirements are met including (but not limited to), completion and return of medical, induction, incident, hazard and training documentations, documentation of startup checks, equipment maintenance, job safety analysis and road work records.</p>	<p>working condition.</p> <p>All safety guards in place unless appropriate tag out procedure applied for maintenance.</p> <p>Active participation in the election process and abiding by legislated election processes.</p> <p>Awareness of the consultative policy and procedures.</p> <p>Records available for scrutiny and meet audit requirements.</p>
Records Management	<p>Employees have an obligation to meet the requirements of the State Records Act 1997, to comply with Council's Records Management Policy, Procedures and Standards and to properly use Council's Records Management Systems.</p>	<p>Adherence to Council's Records Management policies, procedures and User Guide.</p> <p>Follow defined information management practices, policies and procedures for all records created and received in the conduct of Council's business.</p> <p>Appropriate, timely and accurate completion of all records, as required.</p> <p>Participation in staff training as required and as directed.</p>

	PERSON SPECIFICATION
<b>Qualifications, Knowledge and Experience</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Current Casualty/CPR accreditation, or seek to gain such qualifications.</li> <li>• Royal Life Saving Australia Bronze Medallion or Royal Life Saving Pool Lifeguard Qualifications or equivalent. Or seek to gain such qualifications</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Good time management skills.</li> <li>• Attendant skills.</li> <li>• Skills in negotiation, coordination and communication.</li> <li>• Ability to identify safety hazards and potentially dangerous practices.</li> <li>• Management and control of crowds.</li> <li>• Excellent understanding and implementation of customer service principles</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Appropriate knowledge relating to water safety and life-saving.</li> <li>• Awareness of the need to foster safe environments for the protection of children and vulnerable people.</li> </ul> <p><b>Experience - Desirable</b></p> <ul style="list-style-type: none"> <li>• Previous experience in a similar Attendant role</li> </ul> <p><b>Other Requirements</b></p> <ul style="list-style-type: none"> <li>• It is recommended that the person be a minimum of 18 years of age</li> <li>• A current Working With Children Check or current National Police Certificate (NPC) or equivalent or higher level of clearance (eg DCSI screening)</li> </ul>

<b>PERSON SPECIFICATION</b>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Demonstrated high level work ethic, including :</li> <li>• A commitment to professionalism.</li> <li>• Ability to work independently combined with a readiness to relate to others and to work as part of a team.</li> <li>• Motivation and enthusiasm.</li> <li>• A strong commitment to, and focus on customer service and willingness to contribute to a team approach in providing high quality responsive customer service.</li> <li>• Able to accept feedback and to accept constructive criticism without being defensive.</li> <li>• Pride in personal presentation and grooming.</li> </ul>
<b>Delegation and Authority</b>	Nil
<b>Job Requirements</b>	Observe Council's Code of Conduct for Employees.
<b>Training</b>	<p>The Pool Attendant will be required to undertake external and/or on-the-job (OTJ) training as required which may include :</p> <ul style="list-style-type: none"> <li>• Work Health and Safety Training</li> <li>• Council's policies and procedures</li> <li>• Customer Service Training</li> </ul>
<b>Work Health and Safety</b>	Operate in compliance with WHS legislation, regulations, codes of practice and standards. Utilise safe working practices applicable to own work area and practices. Contribute to the identification of hazards and risks and participate in their minimisation and or appropriate corrective strategies.
<b>Hours of Work</b>	The Pool Attendant will be prepared to work as required, to include weekends and public holidays.
<b>Work Location</b>	The Pool Attendant position will be located at the Jamestown Swimming Pool as required

Signed: \_\_\_\_\_ Employee \_\_\_\_\_ / \_\_\_\_ / \_\_\_\_ **Approved** \_\_\_\_\_ (CEO) \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Date Position Created \_\_\_\_\_

Date Last Reviewed; \_\_\_\_\_