

Position Description

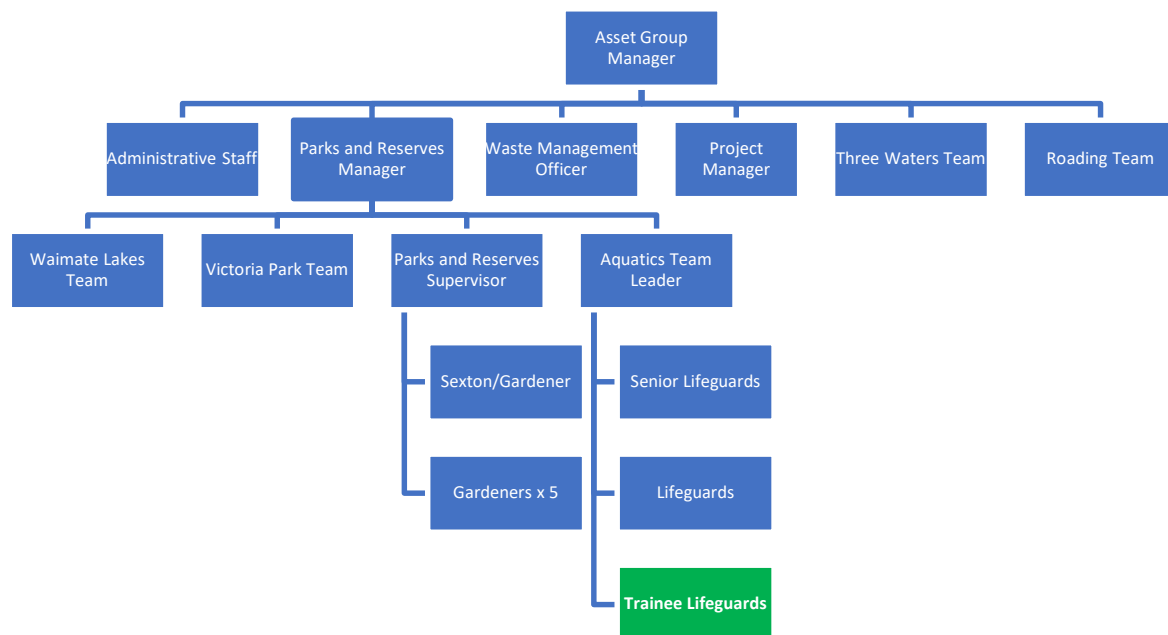
Position Details

Position title	Trainee Lifeguard
Grade	Lifeguard Level 1
Group	Asset Group
Date last reviewed	29 September 2025

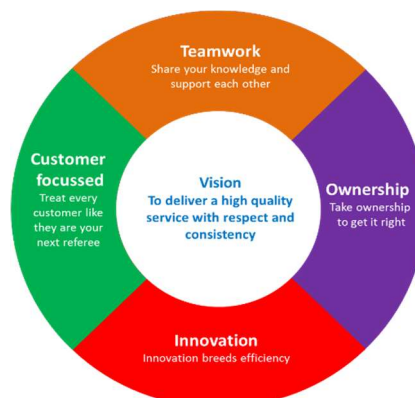
Purpose

Trainee Lifeguards work alongside qualified members of the team and undertake activities required to gain a National Pool Lifeguard Award Certification. Once qualified, these positions will become responsible for quality customer service and safety of patrons attending the Norman Kirk Memorial Pool. The pool operates from October through to the end of March each year.

Structure



Staff Vision and Values



Key Internal and External Relationships

Internal Relationships	External Relationships
• Assets Group Manager • Parks and Reserves Manager • Parks and Reserves Supervisor • Parks and Reserves Team • Sexton/Gardener (Plant Operator) • Aquatics Team Leader • Norman Kirk Memorial Pool Team	• Members of the Public

Key Responsibilities

As a trainee member of the Lifeguarding team, the main roles and responsibilities include:

- Providing the community and visitors to the pool with quality supervision, and warning individuals of inappropriate behaviour if it occurs.
- Maintaining a fun, caring and safe environment for customers and visitors.
- Supporting senior staff to administer first aid in the event of injury, rescue any swimmers in distress or danger of drowning, and perform CPR if required.
- Ensuring health and safety requirements are being met and recorded and that Council's policies and procedures are followed.
- Undertaking administrative duties including customer service, reporting and cash handling.
- Inspecting pool facilities and carry out regular cleaning of the facilities and pool.

Health and Safety

The Health and Safety at Work Act 2015 places the onus of responsibility for health and safety on workers as much as the Council. It is imperative all workers actively participate in managing risks and hazards, reporting accidents, incidents and near accidents, and avoiding any action which may cause harm to themselves or others. This includes:

- Working in a safe manner to protect themselves, their fellow workers and all plant, property and equipment.
- Only operating equipment for which they have been trained and/or instructed in and hold appropriate authorisations for, or with specific supervision.
- Adherence to the relevant legislation, regulations, standards, rules, instructions, and best practice.
- Keeping their work area or equipment clean and tidy and maintaining a high level of housekeeping.
- Wearing appropriate personal protective equipment.
- Ensuring no acts or omissions while at work causes harm to themselves or any other person.
- Being familiar with all emergency equipment in the work area and all work-site emergency procedures.
- Not wilfully interfering with or misusing items or facilities provided in the interest of safety.

- Reporting all workplace illnesses, injuries, near misses and incidents as soon as possible using the reporting form and taking all reasonable action to eliminate their recurrence.
- Reporting any hazardous condition, situation or event.

Civil Defence/Emergency Response Duties

- All Council staff are expected to undertake appropriate training to prepare for a Civil Defence/emergency management event. In the event of an emergency or potential emergency, you must firstly have due regard to the safety of your family. You may be assigned duties to assist Council in managing the event.

Expected Behaviours

Core Behaviours	
Adaptability	• Willingness to accept changes and can readily reset their objectives, priorities and plans to accommodate new requirements • Read situations and think analytically about how to resolve problems.
Communication	• Communicates messages in a clear, concise and consistent manner • Ability to communicate effectively with a wide variety of people • Uses the most effective method and style of communication for the audience and situation • Utilises effective listening skills and questioning techniques
Customer service	• Recognises the diversity of customers, and adapts approach and style to meet their needs • Consistently demonstrates respect, responsiveness and professionalism while providing superior services for customers • Interpersonal skills • Problems and complaints are acknowledged and attempts made to resolve them in a timely fashion, seeking advice from senior staff where required • Always complies with Council confidentiality policy when dealing with customer information.
Team work	• Is an active and contributing team player • Values diversity and supports different ways of working • Proactively shares information, ideas and experiences • Empowers others to succeed and to seek excellence • Credits others for their contributions and accomplishments

Role Specific Skills	
Innovation	• Continually reflects on how things could be done better • Adopts a positive and flexible attitude to improvement, change and challenges
Relationship building	• Builds and maintains professional and productive relationships • Understands stakeholders' views and why they are held • Demonstrates sensitivity to other groups and values diversity

Knowledge, Qualifications and Experience

Essential

- Exceptional communications and people skills
- Strong swimming skills

Desirable

- Previous customer services experience including till management and balancing
- Child Protection training
- Current First Aid certificate

Approval

Trainee Lifeguard

Name

Signature

Date

Chief Executive

Name

Signature

Date