



ENERGISE YOUR CAREER

BE PART OF OUR WORLD



**POSITION
DESCRIPTION**



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POSITION TITLE	Casual Pool Lifeguard	CLASSIFICATION	Level Two (2)
DIRECTORATE	Planning, Environment and Community Services	AWARD STREAM	Queensland Local Government Industry Award – State 2017 Award (Stream B) and Isaac Regional Council Certified Agreement
DEPARTMENT	Community Facilities	REPORTS TO	Pool Coordinator
POSITION NO.	67,512.00 67,513.00 67,526.00 67,527.00 67,528.00 67,529.00 67,530.00	LAST REVIEW DATE	April 2022

A. ORGANISATION SUMMARY:

Isaac Region covers an area of around 58,000km² comprising 120km of Great Barrier Reef coastline and extending over 400km west to incorporate a rich agricultural and grazing heritage in addition to 27 operating coal mines producing the world's premier metallurgical coal. Our residential population of 24,275 is made up of families, young people, resources and agriculture sector workers, retirees and sea/tree changers spread across 17 unique communities including the larger towns of Clermont, Coppabella, Dysart, Glenden, Middlemount, Moranbah, Nebo and St Lawrence. It also includes the smaller communities of Carmila, Clairview, Clarke Creek, Greenhill, Ilbilbie, Kilcummin, Mackenzie River, Mistake Creek and Valkyrie. Our region is exposed to a range of global influences and drivers which present unique challenges to the local government professionals who serve it. In order to address these challenges, the organisation is heavily invested in growing our cultural leadership capability to deliver on the Isaac Vision which is Helping to energise the world. This work is being supplemented by a 5-year Isaac Capability Plan to help create the organisational settings which will be needed to address these external influences over the next 5-10 years.

B. DEPARTMENT SUMMARY:

The Planning Environment & Community Services (PECS) Directorate is accountable for planning and delivering the majority of Council's customer-facing and frontline services. It also plans and delivers sustainable futures for Isaac's many communities as well as ensuring safe and livable communities through its several service delivery and regulatory functions. It ensures that Council is deeply engaged with its distinct 17 communities. It integrates with other Directorates across Council to realise the Isaac Vision through a range of corporate, operational and business plans. In pursuing the Isaac Vision, the PECS Directorate is directed by its Noble Purpose of... *Building communities through engagement, trust, innovation and value.*

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C. DIRECTORATE AND POSITION SUMMARY:

Community Facilities Department is responsible for leading and delivering the creation of value from the community facilities Council operates directly itself, those it leases to commercial operators and those it makes available to community organisations by way of leases or other tenures, across Isaac Region. Its purpose is to drive the best long-term performance, community service and value from the Region's 10 Aquatic Facilities, 18 Halls/Centres, and portfolio of properties including Child Care Facilities which are leased to Community organisations. The PECS Noble Purpose of *Building communities through engagement, trust, innovation and value* is the central driver for this Department. This means that the Department actively manages and facilitates continuous performance improvement and reporting from these facilities and develops strategies for the ongoing sustainability of an optimum portfolio of community facilities.

The Casual Pool Lifeguard position is responsible for providing a safe and enjoyable experience to the Greg Cruickshank Aquatic Centre patrons through effective and diligent supervision.

D. DUTIES:

POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES (INPUTS/OUTPUTS)

1. Effectively coordinating the operation and promotion of the Greg Cruickshank Aquatic Centre, by delivering quality and professional customer service.
2. Carry out general functions in relation to customer service, kiosk and merchandise shop areas when required, including handling cash and Eftpos sales.
3. Providing supervision as required overseeing all recreational activities to ensure maximum user satisfaction and safety (including the provision of leadership in an emergency situation).
4. Respond to emergency and first aid scenarios as required.
5. Assisting to maintain the Greg Cruickshank Aquatic Centre and its associated grounds and facilities in a clean, safe and tidy condition to encourage attendance of patrons to the facility.
6. Responding appropriately to pool and grounds contamination events.
7. Know, actively enforce and educate customers on the Royal Lifesaving "Keep Watch @ Public Pools Program" and the Aquatics Terms and Conditions of Entry.
8. Complete regular and scheduled maintenance inspections of the premises fixed and ancillary plant and equipment, and reporting maintenance issues in a timely manner for rectification.
9. Work as part of a team in a professional manner to facilitate the achievement of Council's goals and objectives relevant to the work area.
10. Undertake further training as required to achieve competency in Council systems and swimming pool operations.
11. Be reasonably available for after hours and weekend duties as may be necessary for effective business operations.
12. Contribute to the facilitation of positive community outcomes by providing high level customer service, fostering and maintaining deep, respectful, collaborative relationships with team members and stakeholders both internally and externally.
13. Perform all duties in a professional and ethical manner, participate in teamwork, maintain and develop ongoing personal standards and competence, effectively manage own personal work priorities and promote the PECS Noble Purpose Enablers, Customer Service Charter and Values;
14. Apply a self-motivated and collaborative approach to resolving or finding solutions to matters or issues which present, and which are not specifically listed as accountabilities.

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15. Undertake any other duties, projects or service or development activities as reasonably directed within the scope of the employee's skills, competence and training.

E. KEY COMPETENCIES:

Knowledge and skills

Essential

1. Demonstrated experience in the provision of customer service.
2. Knowledge of, or the ability to rapidly acquire knowledge of the effective operation of a pool complex.
3. Previous local government experience, and an understanding of departmental policy and procedures would be highly regarded.
4. Demonstrated ability to work both under minimal supervision, and as a team player.
5. Excellent interpersonal, oral and written communication skills, including the ability to communicate, negotiate, network and consult as required.
6. Understanding of full implications of excellent customer service and commitment to its delivery.
7. Sound knowledge of Microsoft Office applications and previous experience with TechOne or similar record keeping systems would be highly regarded.
8. Willingness to work flexible hours as required, incorporating weekends and public holidays.
9. Good fitness level.

Qualifications

Mandatory:

1. The role requires the possession of a current C Class Open Australian Drivers Licence.
2. Blue Card from the Commission for Children, Young People and Child Guardian, or ability to obtain prior to commencement.
3. First Aid Certificate (including resuscitation) or ability to obtain prior to commencement.
4. Pool Lifeguard Award.

Desirable:

1. Pool Plant Operations – highly regarded.
2. ASCTA credentials – highly regarded.
3. AUST Swim credentials – highly regarded.

F. PHYSICAL DEMAND CATEGORY:

- Sedentary Work
 Light Duty - Frequent lifting / carrying of objects weighing up to 5kgs.
 Medium Work - Frequent lifting / carrying of objects weighing up to 10kgs.
 Heavy Work - Frequent lifting / carrying of objects weighing up to 25kgs or more.

Audio-Visual Demands:

- Depth Perception Colour Discrimination Peripheral Vision Hearing (Avg)

Specific Actions Required:

This job may include:

- Standing/Walking Sitting Driving
 None None None

Work Environment:

- | Attribute: | Yes | No |
|------------|-------------------------------------|--------------------------|
| Chemicals | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Cold | <input checked="" type="checkbox"/> | <input type="checkbox"/> |



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<input type="checkbox"/> Occasional	<input type="checkbox"/> Occasional	<input checked="" type="checkbox"/> Occasional	Dampness	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 1 - 4 Hrs	<input checked="" type="checkbox"/> 1 - 4 Hrs	<input type="checkbox"/> 1 - 4 Hrs	Fumes/Gases	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> 4 - 6 Hrs	<input type="checkbox"/> 4 - 6 Hrs	<input type="checkbox"/> 4 - 6 Hrs	Heat/Humidity	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 6 - 8 Hrs	<input type="checkbox"/> 6 - 8 Hrs	<input type="checkbox"/> 6 - 8 Hrs	Heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>
			Noise	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Repetitive Motions:

Simple Grasping Fine Manipulation Pushing & Pulling Finger Dexterity Foot Movement

This Job Will Require:

Manoeuvre	Frequent	Occasional	None
Bending	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squatting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

G. DELEGATED AUTHORITY AND ACCOUNTABILITY (in accordance with the Delegated Authorities Register):

Delegations as detailed in Council's Delegation of Authority register.

EXTENT OF AUTHORITY:

Position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority, and know and comply with any authority/obligation that comes with their powers.

H. WORK HEALTH SAFETY, QUALITY AND ENVIRONMENTAL OBLIGATIONS:

Workers and Others authorities and responsibilities include the following:

1. Comply with any and all policy, procedures and work instructions to ensure the requirements for health, safety, wellbeing, quality and environment are adhered to.
2. Take reasonable care for their own health and safety.
3. Ensure actions or omissions do not adversely affect the health, safety and wellbeing of others or the environment.
4. Comply with any reasonable instruction to comply with the Work Health and Safety Act Qld (2011).
5. Immediately notifying their manager or Supervisor of any workplace hazard identified and rectify hazard if possible.
6. To participate in risk assessments utilising the 'Think ISAAC' risk model and ensure personal safety through the use of the personal risk assessments.
7. To use personal protective equipment if the equipment particularly is provided by Council and you are instructed in its use.
8. Raise any non-conformances with their supervisor.

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9. Comply with the requirements of Council's health and wellbeing policy, including participation in medicals, obtaining vaccinations and maintaining a general level of fitness to work.
10. Participate in Council's rehabilitation and return to work processes as required.
11. Actively contribute to prevention of environmental harm, by compliance with any and all procedures.
12. Informing your supervisor as soon as possible of anything which may be harmful to the environment, for example, spills and leaks.
13. Consider and respond to internal and external customer needs in timely fashion.

Equipment Operated

1. Computer, motor vehicle

I. RESPONSIBILITIES:

Corporate Responsibilities

Code of Conduct

1. Compliance with Council's Code of Conduct, management directives and policies and procedures, ensuring that behaviour and conduct;
 - a. is in line with the expectations of Council as specified in the Code of Conduct, and
 - b. decisions are made based on the principles of sound ethics and sound judgement.
2. Act at all times in line with the Principles as outlined in Council's Code of Conduct. Specifically;
 - a. Integrity and Impartiality
 - b. Promoting the Public Good
 - c. Commitment to the system of government
 - d. Accountability and transparency

Conflict of Interest

1. Employees of Council have specific obligations relating to conflict of interest and where there may be a conflict of interest with Council activities or there may be a detrimental effect on the performance of the employee, other employment or contracts will not be undertaken without prior written approval from the CEO.

Other

- Commitment to Council's Corporate Plan.
- Commitment to Equal Employment Opportunity, Diversity and Merit principles.
- Commitment to ensuring a workplace free from harassment and discrimination.
- Efficient and effective utilisation of resources as allocated under the level of responsibility for this position.

J. GENERAL OBLIGATIONS:

1. This is a description of the job as it is at presently constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with direct reports and may involve a representative of Human Resources. You will, therefore, be expected to participate fully in such discussions. It is the organisation's aim to reach agreement to reasonable changes where identified.
2. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster or significant organisational crisis.

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- All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
 - All employees shall be required by the Council to obtain and to maintain the necessary registration and licences that such employee would normally be required to hold in order to fulfil their position.

K. CERTIFICATION:

- The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

	EMPLOYEE	DEPARTMENT MANAGER
NAME		
SIGNATURE		
DATE		



Isaac Regional Council

We're delivering in a changing world

OUR VISION

Helping to energise the world.
A region that feeds, powers and builds communities, now and for the future.

OUR GOAL

To pursue long-term sustainable futures for Isaac's communities.

OUR VALUES

COMMUNITY FOCUS

We engage and communicate authentically with all Isaac communities to understand both their common and specific needs.

We will continuously improve how we address those needs to help future-proof our region.

CARING

We are committed to working safely and caring for the safety and wellbeing of our people and communities.

We believe that people matter.

TEAMWORK

We expect respectful relationships in our work together, to achieve.

We cultivate commitment through shared purpose, to create value.

POSITIVE WORK ETHIC

We do our best every day to have pride and enjoyment in our work.

We display accountability, transparency, procedural consistency and integrity.

We seek the highest possible practical outcomes in everything we do.

We practice the knowledge that how we do things is just as important as what we do.

At Isaac, the how matters.