



### Mahi Tahī

We are one team, stronger together as we work with and for our community to deliver outcomes that matter.

### #arohatōmahī

We love our work and know that our work matters. That is why we do what we say we will do and apply energy and enthusiasm across our mahi.

### Manaakitanga

We put our people first by showing them that they matter, through a focus on whānau's needs and aspirations.

### Tiakitanga

We proudly and professionally contribute every day to the care of our community and whenua with courage, positivity and mana – leaving a legacy which future generations will embrace.

## Details

JOB TITLE	Poolside Lifeguard
REPORTS TO	Operations Supervisor
GROUP	Community Experience and Services
DIRECT REPORTS	Nil
FINANACIAL DELEGATIONS	Statutory delegation would apply as approved by Council.
WARRANTS REQUIRED	No
GRADE	

*He rau ringa e pakari ai ngā taura whiri i ō tātou kāinga noho me ō tātou hapori – mai i te pae maunga o Tararua ki te moana*  
With many hands the threads which weave our neighbourhoods and communities together will be strengthened from the Tararua Ranges to the sea.

## Purpose

This role is responsible for ensuring the safety of all customers in and around the pool area. Your primary duty of this role is to prevent accidents and respond promptly and effectively to emergencies. This role requires strong swimming skills, vigilance, and the ability to enforce pool rules and regulations while providing excellent customer service.

You will be required to monitor pool capacity and enforce capacity limits to ensure a safe and comfortable experience for all users of our facility. Lifeguards actively monitor the aquatic activities of customers, to promote and to ensure their safe conduct in an enjoyable environment and to ensure the facility is kept to a high level of cleanliness.



## Skills, Knowledge and Experience

EXPERIENCE	Hold a current pool lifeguard practicing award (PLSA) and a current pool lifeguard practicing certificate (PLPC). Hold a current first aid certificate (including US 6400, US 6401, and US 6402). Experience in lifeguarding and knowledge of an aquatics centre's operations would be an advantage.
KNOWLEDGE	Excellent working knowledge of the Aquatics Industry. Sound knowledge of NZS 5826:2010.
SKILLS	Excellent customer service skills and ability to engage with community. Ability to lead, guide and mentor team of motivated Lifeguards. Proficient in Microsoft office/365, Outlook, Word and Excel would be advantageous.
ACHIEVEMENT	Demonstrates a strong focus on high performance standards and personal achievement. Goes above and beyond to exceed expectations. Displays initiative and is personally driven by successfully completing tasks.
RELATIONSHIPS	Ability to build strong working relationships and become a trusted support person and colleague.
INTEGRITY	High level of professionalism and confidentiality. Ability to appropriately manage sensitive information and builds trust through actions
COMMUNICATION	Communicates in a clear, confident and articulate manner. Is able to adapt communication style to meet the needs of the audience. Is effective at influencing others. Is able to communicate in a way that builds trust and positive relationships.
IMPLEMENTATION	Is reliable, detail-focused and meticulous within a fast paced environment. Follows through on plans to ensure they are carried out accordingly.
STRATEGIC AGILITY	Takes a big-picture, long-term view when planning and anticipating potential impacts on the business. Weighs up options and implications, identifies and manages risks.
SELF-INSIGHT	Is aware of own strengths and weaknesses and actively seeks out opportunities for new learning and growth. Has good physical fitness and able to walk long distances and be on your feet for long periods in a day.
RESILIENCE	Remains calm, composed, and optimistic in stressful or high pressure situations.
TEAMWORK	Supports and collaborates with team members to achieve targets and strives to get the best out of others. Is resourceful with a can-do attitude.
GROWTH MINDSET	Has a desire to learn more and is able to learn new information and skills quickly. Is able to apply learnt information to new problems. Quick to pick up technical concepts and jargon.



## Key Responsibility and Expected Outcomes



**'You'  
Matter**

### Health, Safety & Wellbeing

Promote a strong health and safety culture by proactively modelling our values and hold self and others to account to Consistently follow all health and safety policies and legislative requirements.

### Leadership and Influence

Live our Values and focus on the Moments that Matter. Supporting your colleagues and empowering and inspiring growth and development across the organisation.

### Change Leadership

Be an advocate for and a driver of change. Be a Future builder, help others across the organisation navigate the future.



**Partnerships  
Matter**

### Te Tiriti o Waitangi

Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work ensuring HDC projects are delivered in a culturally sensitive way.

### Community and Customer Focus

Champion community engagement having a strong focus on meeting quality standards for services and evaluation of customer outcomes and satisfaction.

Maintain a customer centric focus, ensure services are delivered in an effective and customer focussed way, and that effective working relationships are maintained with key stakeholders.

### Relationship Management

Build networks and develop meaningful relationships with stakeholders both internally and outside Council.



**Performance  
Matters**

### Job Execution

Consistently deliver high-quality work while maintaining a positive and professional attitude. At times the way in which work is undertaken will count just as much as the output.

### Personal Development

Live the values of council and take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future roles.

### Risk Management

Effectively identify and manage risks, take actions to resolve and/or escalate issues to contribute to the maintenance of the risk management framework.

### Continuous Improvement

Identify continuous improvement practices to support the implementation and delivery of council's outcomes.



**Work  
Matters**

### Poolside area

Supervise the pool area to prevent incidents and to ensure that policies, rules, and standards are followed. Identify and manage risks and hazards by minimising or eliminating them. Identify people in difficulty. Be a lead responder when required. Respond to incidents and emergencies when they occur. Respond to out of the water emergencies. Participate in incident investigation, including taking part of inquiries and inquests as required.

### Service Delivery & operations

Engage with customers to promote water safety. Educate pool users about rules and expectations such as acceptable and unacceptable behaviour. Ensure customers have a safe and enjoyable experience at our aquatic centres. Follow the tasks and expectations specified in the normal operating procedures. Behave professionally at all times. Attend to pool hygiene and minor pool maintenance. Manage pool equipment to ensure it is well maintained and ready and safe to use. Engage in regular training as per Aquatics Horowhenua expectations. Comply with health and safety regulations and laws. Comply with workplace procedures, policies and industry guidelines (PoolSafe). Communicate with staff, contractors and customers with respect and in a professional way. Assist the duty team leader and operations supervisor to maintain the water quality to the right standard, to maintain the facility clean and presentable, and to perform any regular or extraordinary check of the facility.

### People Safety

Ensure that the poolside area complies with all Poolsafe, Health & Safety, PLS and PLPC Standard Operating Procedures and guidelines. Stay up to date with emergency procedures to lead and direct customers on appropriate action as and when needed. Assist other Lifeguards with difficult and non-compliant swimmers regarding unsafe practices and safety hazards when required.

Maintain own and poolside staff competence in both wet and dry rescue techniques as well as first aid and basic life support skills.

Assist with activities related to distressed persons, using rescue techniques, procedures and equipment as required.

### Council Contribution

Actively and positively participate as a member of the Community Vision and Delivery Group and perform all reasonable duties as needed.

Be a positive culture contributor.

Participate in Emergency Management activities.



## Alignment with our community outcomes



We uphold Te Tiriti o Waitangi and its principles and recognise the role of Mana Whenua as kaitiaki of their rohe. We support them to maintain and enhance tikanga with their ancestral lands and waterways, wāhi tapu and other taonga, and build mutually respectful partnerships with tangata whenua, supporting whanau, marae, hapū and iwi in achieving their aspirations.



We contribute to improving our natural environment for current and future generations to enjoy, and protect the important natural features in our district.

We ensure our built environment supports the wellbeing of our people and manage competing pressures on resources sustainably.



We provide efficient, reliable and affordable infrastructure, developing and maintaining facilities and infrastructure to meet the needs of current and future generations. Our community facilities and infrastructure are resilient, helping us to respond to climate change and natural hazards, working with partners to develop infrastructure that enables growth.



We are business friendly, supporting diversity and resilience in our local economy and work with others to make our economy grow. We aspire for economic security for all of our people and seize growth opportunities for our district.



We value the diversity of our people, and how our district's heritage shapes our community's sense of identity and pride.

We provide infrastructure, services, facilities and places to build resilient and connected communities where people of all ages and backgrounds feel included and safe. We are building collaborative relationships with service providers to enable all people to live positive and healthy lifestyles, encouraging our people to participate in local decision making.

