



Casual Lifeguard

Manjimup Regional AquaCentre

April 2024

Celebrating our diversity



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Casual Lifeguard – F240065

\$33.60 - \$38.03 per hour (inclusive of casual loading)

The Position

The Shire of Manjimup is seeking a suitably qualified Lifeguards to join our team while contributing to a safe, fun and enjoyable experience for customers. Training is available for the right applicant if qualifications are not held.

This role includes, but not limited to:

- Providing customers with a safe swimming and leisure environment.
- Providing a friendly, polite and helpful atmosphere for customers.
- Assisting customers both in and out of the water as required.
- Ensuring that customers personal information is kept confidential.
- Performing maintenance, cleaning and reception duties as required.
- Responding appropriately to customer feedback, complaints, and questions.
- Attending and contributing to team meetings and training sessions as required.

The Person

To be successful in this role you will need:

- Ability to carry out medium level physical work.
- Good interpersonal skills including ability to operate in a team environment.
- Proven experience in customer service, in particular dealing with potential conflict / issues.
- Demonstrated knowledge of workplace health and safety principles.
- Bronze Medallion and Pool Lifeguard certificate, or willingness to obtain.
- First Aid certificate, or willingness to obtain.
- Current Working with Children Check, or willingness to obtain.

To Apply

Well, what are you waiting for? Head to www.manjimup.wa.gov.au for information about the position, including the position description, how to apply and information on the Shire of Manjimup and the benefits of the local community. For further information, please contact Emily O'Neil, Human Resources Manager on (08) 9771 7751 or at hr@manjimup.wa.gov.au

Shire of Manjimup Information

The Noongar people are the Traditional Custodians of the lands on which the Shire of Manjimup is located and there are three Noongar language groups that span this area being the Bibbulmun, Minang and Kaniyang.

The Shire of Manjimup, with an area of 7,028 square kilometres, is the largest shire in the South West region of Western Australia and is part of the Warren Blackwood sub-region. With over 4,000 residents in the urban centre, the town of Manjimup is the most populated town in the Warren Blackwood sub-region.

Within the Shire there are the four main townships of Manjimup (the regional centre), Northcliffe, Pemberton and Walpole, and the six smaller settlements of Deanmill, Jardee, Palgarup, Quinninup, Tone River and Windy Harbour.

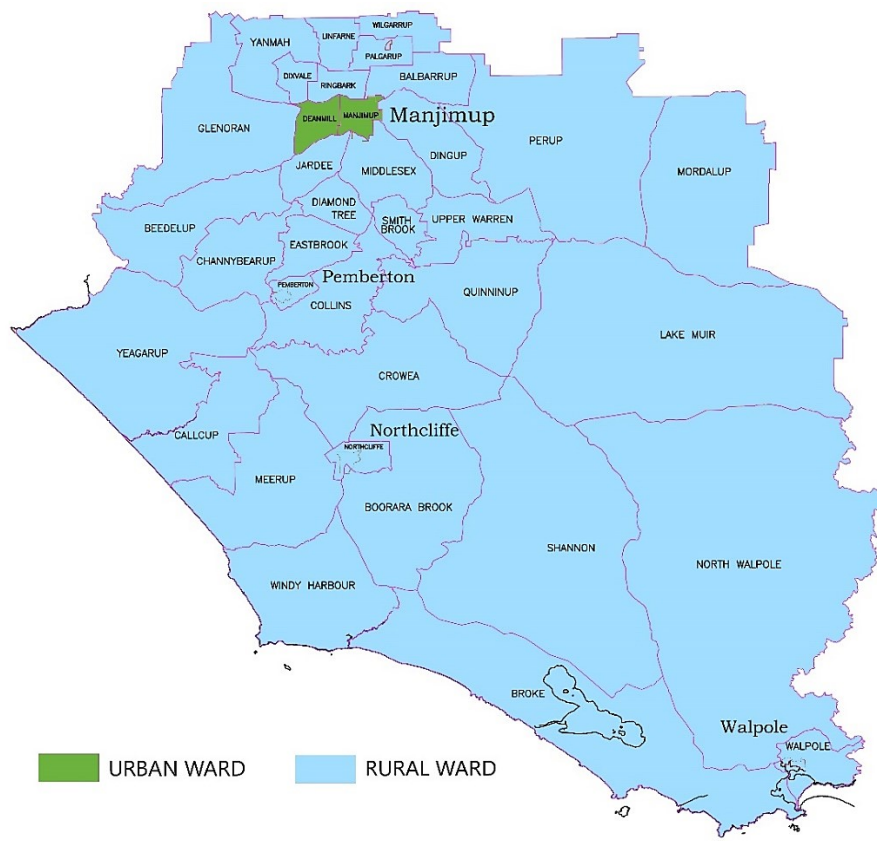


Image: The electoral Ward boundaries, towns and localities of the Shire of Manjimup.

Manjimup possesses areas of ecological, historical, agricultural, commercial and industrial interest. Within a short drive of the town, you can visit the King Jarrah, the Diamond Tree Lookout Tower and the Four Aces. Water attractions include historic Fonty's Pool, the Donnelly River and Glenoran Pool.

Watch this video tour of all our region has to offer:

<https://www.facebook.com/shireofmanjimup/videos/1807679652632922>

Our Community Vision

- We are a thriving region offering an excellent quality of life that is safe, liveable and welcoming.
- We value and care for our natural environment, which sustains both economic and recreational pursuits.
- Our industries are recognised for their resilience, quality and innovation and for their contribution to the state of Western Australia.
- Our economic diversity provides business and employment opportunities for all.

Our Mission

- The Shire of Manjimup is a professional, effective and helpful organisation with a genuine commitment to facilitating good governance and achieving the community's vision.
- We provide services and facilities, as well as manage legislation and develop policy, and we play a lead role in our Shire being an enjoyable and enviable place to live, work and visit.
- We care about our community – its wellbeing, its prosperity and its sustainable future.

Working at the Shire

The Shire of Manjimup employs over 180 employees throughout the region. There are a diverse range of job roles within the Shire that can offer you variety, career progression and professional challenges. And remember, no matter which position you work in, you will be making a direct impact on the wellbeing of visitors, business and residents in our community. Now is an exciting time to join our organisation and be part of the team that is responsible for making our Shire what it is today and what it will be in the future.

Working for the Shire also comes with some added benefits. Some of the benefits available to employees may include:

<p>A comprehensive healthy lifestyle and wellbeing program</p> <ul style="list-style-type: none"> • HIF and HBF private health discounts • Influenza vaccinations • Health seminars and exercise sessions • Executive health assessments • Employee assistance program <p>Financial Reward</p> <ul style="list-style-type: none"> • Superannuation up to 16.5% • Relocation expenses 	<p>Professional and Personal Development</p> <ul style="list-style-type: none"> • Training and development • Study assistance • Study leave <p>Flexible Working Arrangements</p> <ul style="list-style-type: none"> • Flexible working hours • Rostered day off • Hour bank
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Note: The benefits listed above are not available to all employees (i.e. dependent on position and requirements of the job). They are also subject to change. Please contact Human Resources on (08) 9771 7777 for more information.

Organisational Values

It is important to ensure that the foundation moving forward is solid and that our development as an organisation has a continuous and justifiable set of underlying themes. This will ensure that our development as an organisation can be based on a culture and a set of beliefs and values that we can all embrace as a team.

Professionalism	We provide competent and effective services and encourage innovation and excellence in our people.
Courtesy	We are polite, approachable and helpful in our dealings with all people.
Integrity	We are honest and trustworthy and make fair and transparent decisions.
Reliability	We deliver services in an efficient and consistent way and honour our commitments.
Proactivity	We actively identify solutions to community issues by being consultative, open-minded, and showing bold leadership.

We expect you already operate in a way which models these values. We will look for evidence of this during the selection process.

How To Apply

Preparing your Application

Applicants who demonstrate that they meet the requirements for the advertised position, based on their application, will be considered for interview.

For your application to be considered it **must** include:

1. Cover letter
2. Resume / Curriculum Vitae
3. Selection Criteria Statement
4. References
5. Supporting Documents

A cover letter

- A short statement highlighting relevant experience and expertise that relates to the position.

Your Resume (Curriculum Vitae)

- Contact Details - Name, address, email and telephone number.
- Education and Training achievements.
- Work history - including employment dates, details of the duties, performance and achievements.
- Any activities undertaken outside of work, which you consider are relevant to the position.

A Selection Criteria Statement

- The selection criteria for this position can be found on the last page of this pack.
- This is the most important part of your application and must be provided as a separate document.
- Make sure that each selection criteria are addressed separately and that the information you provide is clear, concise and relevant, so that the selection panel members can readily assess your suitability for the position.
- It is up to you to demonstrate to the panel that you understand the requirements of the position and that you have the necessary skills, knowledge, experience and qualifications to successfully carry out the duties.
- Only applicants who best demonstrate they meet the competency requirements of the position will be interviewed.

Your Referees

- The names and contact details (email and telephone number) of two referees who can preferably comment on work experience that is relevant to this position.

Other Supporting Documents

- Please provide **Only copies** of supporting documents with your application.

Applications

Applications should be sent, marked "Private & Confidential - CEO Manjimup" to:

info@manjimup.wa.gov.au

OR

Benjamin (Ben) Rose – Chief Executive Officer
Shire of Manjimup
PO Box 1
MANJIMUP WA 6258

In fairness to all applicants, late applications cannot be received by the Shire of Manjimup unless permission has been sought from Council prior to the closing date. Canvassing of Councillors will disqualify an applicant.

Prior to appointment

The Shire of Manjimup will undertake confirmation of one or more of the following pre-employment conditions, based on the requirements of a particular position:

- Confirmation of right to work in Australia
- Academic qualifications check
- Reference checks
- Worker's Compensation checks
- Pre-employment medical
- Criminal history check
- Working with Children check
- NDIS Worker Screening Check
- Compliance with any State Government Directions for COVID-19

The Shire of Manjimup is committed to the achievement of a diverse workforce and encourages applications from Aboriginal and Torres Strait Islanders, people from culturally and linguistically diverse backgrounds, young people, women and people with disabilities.

The Shire of Manjimup is an equal opportunity employer and provides a smoke free work environment.

The Shire of Manjimup complies with the requirements of the Human Rights and Equal Opportunity Commission Act (Clth) 1986 and applies the principles therein to the recruitment and selection process by selecting according to merit and by avoiding discrimination on the basis of race, gender, marital status, age, disability or any other legally protected attribute (so long as they do not contravene the inherent requirements of a position).

Lifeguard

Directorate	Community Services
Department	Manjimup Regional AquaCentre
Reports to	AquaCentre Coordinator
Direct Reports	Nil
Industrial Instrument	<i>Shire of Manjimup Enterprise Agreement (as amended)</i>
Classification	Level 1-2 (dependent on experience and skill)
Primary Location	Shire of Manjimup Regional AquaCentre

Position Benefits

Vehicle	No	Mobile	No
Laptop	No	Relocation expenses	No

Position Objectives

- Provide facility users with a clean, enjoyable, and safe aquatic environment and assist in the efficient and safe delivery of programs and operational duties during Centre's opening hours.
- Ensure customer needs (safety, information, services, access, and support) are met promptly and courteously, thus maximising their enjoyment which will encourage ongoing facility use.
- Supervise Bronze Medallion employees and direct in case of emergency.

Key Duties and Responsibilities

- Provide a safe swimming and leisure environment through appropriate supervision and people management skills.
- Provide a friendly, polite, and helpful atmosphere for customers.
- Cash handling (during reception duties).
- Assist patrons in / out of water as required.
- Provide instruction to Bronze Medallion facility attendant, trainees, and work experience students as necessary.
- Work under the supervision of the Duty Manager on shift.
- Perform maintenance, cleaning and reception duties as required including daily pool testing and recording.
- Provide clear and professional communication with customers and colleagues by phone and in-person (in both written and verbal forms).
- Respond appropriately to customer feedback, complaints, and/or questions.
- Ensure confidentiality of customer personal information.
- Be involved with group decision making.
- Attend and contribute to team meetings / training sessions as required.
- Complete appropriate recording of incidents, accidents, and maintenance issues as they arise.

Physical and Environmental Demands

- Physically demanding role; high degree of energy, be physically fit and have the endurance to stand for long periods.

- May be required to monitor multiple pools at one time.
- Works with various types of pool equipment.
- Noise level of work environment may vary.

Extent of Authority

- Operates under the general direction of the AquaCentre Operations Coordinator, within established guidelines, procedures, and policies of the Council.

Skills, Knowledge, Experience and Qualifications

Skills

- Minimum fitness levels and swimming skills according to Lifeguard qualification.
- Demonstrated verbal and written communication skills.
- Demonstrated time management and organisational skills.
- Ability to carry out medium level physical work.
- Ability to make decisions and use initiative.
- Ability to explain and direct employees (bronze medallion) and customers in line with providing a safe environment and during emergency evacuation.
- Demonstrated ability to manage the pool environment and customer behaviour to maximise safety and customer enjoyment / satisfaction.

Knowledge

- Ability to use an electronic point of sale system (desirable).

Experience

- Working in an aquatic/recreation industry.
- Customer service; including approaching customers, raising concerns, modifying customer behaviour, and deflecting/de-escalating potential issues.

Qualifications

- Applied First Aid Certificate.
- Bronze Medallion Certificate.
- Pool Lifeguard Certificate.
- National Police Clearance.
- Working With Children's Check or willing to obtain.
- Current "C" class drivers' licence (Desirable).

Responsibilities Common to All Employees

Commitment to service delivery

- Seeks, listens to and acts on feedback.
- Works as part of a team, supports the achievement of team goals, co-operates and communicates with colleagues.
- Shows an appreciation for others – their skills and knowledge, their attributes and differences.
- Recognises and understands organisational changes, helps to make improvements happen and shares good practice.
- Makes a positive contribution to the Shire and demonstrates flexibility and resilience.
- Accepts responsibility for own health and wellbeing to perform the role.

Achieve results

- Does what is required from the role, including;
 - Meeting targets
 - Following procedures
 - Working with standards
 - Providing required level and quality of service
 - Maintaining records
 - Contributing fully to all work situations
- Gets the facts right – ensures information is clear and correct.
- Supports colleagues to ensure wider organisational objectives are met and outcomes are achieved resourcefully.

Workplace Safety and Health

- Fulfil requirements of Council's Occupational Safety and Health policy.
- Work with care for their own safety and health and that of others.
- Participate in developing safe work procedures and following them.
- Participate in training.
- Use equipment properly and report any faults/damage.
- Use personal protective equipment as directed.
- Report hazards and incidents to their Supervisor/Manager.
- Participate in personal return to work plans.

Selection Criteria

Essential

1. Good interpersonal skills including ability to operate in a team environment.
2. Proven experience in customer service, in particular dealing with potential conflict / issues.
3. Demonstrated knowledge of occupational health and safety principles.
4. Ability to carry out medium level physical work.
5. Bronze Medallion and Pool Lifeguard certificate, or willingness to obtain.
6. First Aid certificate, or willingness to obtain.
7. Current Working with Children Check, or willingness to obtain.

Desirable

1. Current "C" class drivers' licence.