



2024 021 Team Leader Outdoor Pools

Thank you for your interest in applying for the position of Team Leader Outdoor Pools, with Hindmarsh Shire Council.

Please find enclosed an information package for the position. The package includes the following documents:

- Benefits of working with Hindmarsh Shire Council;
- Employment details;
- Position Description;
- Key selection criteria

For general details of the Council, please refer to the following website:
www.hindmarsh.vic.gov.au

For further information about the position or duties involved, please contact Jennie Hauselberger, Coordinator Sports, Recreation and Community Development, on (03) 5391 4444 or hr@hindmarsh.vic.gov.au.

Privacy Statement

Hindmarsh Shire Council collects personal information to enable us to perform our statutory functions and provide services, activities and events. Council stores personal information in secure information technology systems and shares information, only when necessary, amongst internal work areas (including contractors) to facilitate a more efficient customer experience across Council's business. If the personal information is not collected, Council may not be able to provide you with Council services, discharge our functions or keep you updated on the progress of your service request.

We will handle any personal information you have provided in this form in accordance with the *Privacy and Data Protection Act 2014*. Our privacy policy contains information about how you may access your personal information and seek correction of such information; as well as how to complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint. For more information, please see our Privacy Policy or contact our team on (03) 5391 4444. Your personal information will not be disclosed to any other party unless Council is required to do so by law, has gained your consent to do so or an information privacy principle exemption applies.



Opportunity this way...

Hindmarsh Shire is a vibrant and progressive rural council, rich in history, natural wonders and a strong community spirit.

Our Hindmarsh community enjoys excellent recreational assets, sporting clubs, modern hospitals and first-rate educational facilities. Our region is renowned for its peace and quiet, fresh country air, neighbourly spirit and open spaces. There is plenty to see and do in Hindmarsh, with something on offer for everyone.

At Hindmarsh Shire Council, we offer a rewarding career, with excellent working conditions and a positive team-focused culture.

We're a dedicated workforce, proud to deliver a huge array of services to our local community and striving to make a difference.

As we provide a diverse range of services to the Dimboola, Jeparit, Nhill, Rainbow and surrounding communities, employment opportunities cover a wide range of roles including Administration, Community Development, Customer Service, Engineering, Finance, Home Care, Human Resources, Information Technology, Works Team, Town Maintenance, and Management.

We are widely recognised as an Employer of Choice: we are committed to providing professional development opportunities, family friendly policies, and a safe workplace environment for our motivated and enthusiastic employees.

Some of the benefits of working at Hindmarsh Shire Council include:

- Above Award pay rates
- Annual pay increases via Enterprise Agreement
- Commitment to work-life balance
- Annual Leave Loading
- Employee Assistance Program
- Salary Sacrifice opportunities for superannuation
- Rates deductions via payroll for employees owning a property in the Shire
- Ability to purchase additional annual leave via Enterprise Agreement
- Car parking
- Volunteer Leave

Take the opportunity to join our team at Hindmarsh Shire.



POSITION DESCRIPTION

1. POSITION IDENTIFICATION:

Position: Team Leader Outdoor Swimming Pools

Department: Corporate and Community Services

Starting Point/Location: The position starting point will be negotiated with the successful applicant. The employee may be required to change their starting point to a reasonable location within the municipality.

Classification: Band 5 per the Hindmarsh Shire Council Enterprise Agreement (including Works Allowance)

Employment Type: Seasonal, Permanent, Full Time (6 months to coincide with pool season requirements)

2. CURRENCY:

Current Version	1.0	Approved:
Name of Occupant:	Vacant	
Signature:	_____	Date _____
Prepared By:	Mick Henderson	Date 2 May 2024
Director Approved:	Petra Croot	Date 4 July 2024
H.R. Approved:	Angela Veitch	Date 21 June 2024
CEO Approved:	Monica Revell	Date 17 July 2024
Current Version Number:	1.0	
Version History:	1.0 June 2024	



Employment Details for the Position of: Team Leader Outdoor Swimming Pools

- Status:** Seasonal, Permanent, Full Time (6 months to coincide with pool season requirements)
- Location:** The position starting point will be negotiated with the successful applicant. The employee may be required to change their starting point to a reasonable location within the municipality.
- Classification:** Band 5 (Works Allowance) in accordance with the Hindmarsh Shire Council Enterprise Agreement.
- Salary:** \$39.10 per hour, plus Superannuation
- Superannuation:** Council will contribute the compliant percentage of salary to a complying superannuation fund nominated by the employee. If an employee fails to nominate a complying fund the council will make the contributions to the Local Authorities Superannuation Fund, known as Vision Super.
- Hours:** Ordinary Hours of work for this position are between 7:00am and 7:00pm, Monday to Friday in accordance with Sections 23.2.3 & 23.2.4 of the Hindmarsh Shire Council Enterprise Agreement No 10 2022. You are required to work 152 hours per four-week cycle. The hours of work will be provided for in a monthly roster. There may be some weekend work required in which case penalty rates as provided in the Enterprise Agreement will apply.
- Qualifying Period:** This position is subject to an initial six (6) month qualifying period.
- Annual Leave:** Four (4) weeks annual leave (pro rata) per annum plus 17.5% leave loading.
- Sick Leave:** Twelve (12) days sick leave (pro rata) per annum.
- Long Service Leave:** Three (3) months after ten (10) years of service. Eligible Employees are able to access their Long Service Leave (LSL) entitlements pro-rata after seven (7) years continuous service. LSL may be subjected to portability arrangements for Local Government employees in certain circumstances.
- Pre-Employment Medical:** It is a condition of employment that appointees must undertake a pre-employment medical examination at the Council's cost. A medical provider must certify that the successful applicant is capable of carrying out the physical demands of the position.
- Security Check:** It is a condition of employment that appointees must undertake a police check and an employee Working with Children Check prior to commencement of work.

3. POSITION OBJECTIVES:

The Team Leader Outdoor Swimming Pools is responsible for the effective and efficient day to day operation of the four swimming pools within Hindmarsh Shire Council, including the management of lifeguard personnel, whilst providing a welcoming environment that is safe, inclusive and exciting to all members of the community and staff.

4. KEY RESPONSIBILITY AREAS:

Team Leader

- Provide exceptional customer service at all times that promotes an environment that is clean and orderly, welcoming, interactive and exciting for aquatic recreation.
- Resolve minor customer complaints and requests.
- Provide direction to pool staff including Lifeguards.
- Oversee site-specific rosters to ensure adequate levels of supervision and staff.
- Check and approve staff timesheets.
- Check and monitor pool water tests, chemical levels, and filtration systems levels to ensure they remain within State guidelines.
- Promote quality operational and service delivery by notifying if there are any issues regarding pool testing and/or plant room check to ensure prompt resolution.
- Monitor weather and determine altered opening hours to suit in consultation with Coordinator Sports, Recreation & Community Development.
- Plan and implement an effective program calendar that meets community needs.
- Assist in the delivery of programs.
- Contribute to the continuous improvement and productivity of the organisation's operations.

Lifeguarding

- Ensure the highest standards of quality are maintained to provide safety and supervision of patrons.
- Ensure the health and safety of all members of the public using the facility by enforcement of the pool rules and regulations and taking appropriate action to manage challenging customers when required.
- Identify and quickly respond appropriately to any emergency.
- Perform First Aid to the level at which you are trained and qualified.
- Required to lifeguard early mornings, evenings and weekends, as required.
- Ensure the enforcement of the supervision policy and active supervision of children by parents/guardians.



Administration

- Support the Coordinator Sports, Recreation and Community Development to provide regular updates to the Senior Management Team and relevant internal teams.
- Complete accurate records of pool usage, injury/incident reports, water quality and other records as required.
- Maintain and report on entry statistics and customer feedback.
- Monitor and record stocks.
- Record and manage school and group bookings.
- Perform duties outlined in the daily checklist and area specific checklists

Safety

- Identify potential risk factors and immediately inform the Coordinator Sports, Recreation and Community Development of any risks or areas of significant concern.
- Ensure that all chemicals are handled in accordance with all relevant safety procedures.
- Ensure compliance with the Guidelines for Safe Pool Operations.
- Ensure buildings and grounds are secure.
- Respond promptly, fairly and transparently to any serious complaints made by a child, young person or their parent/guardian in accordance with Council's Child Safety Policy.

5. ORGANISATIONAL RELATIONSHIPS:

Reports to: Coordinator Sports, Recreation and Community Development.

Supervises: Lifeguards

Internal Contacts: Coordinator Sports, Recreation and Community Development, Team Leader Facilities, Manager Assets & Facilities, Facilities & Environment Support Officer

External Contacts: Contractors, Chemical Suppliers, General Public

6. OCCUPATIONAL HEALTH AND SAFETY:

Council is committed to providing and maintaining a safe and healthy workplace for its employees, contractors, volunteers and members of the public. Whilst at work, an employee must: -

- Take reasonable care for their own health and safety;
- Notify their Manager of their inability to carry out any physical task that is outside their capability;
- Take reasonable care for the health and safety of people who may be affected by the employee's acts or omissions in the workplace;



- Cooperate with respect to any action taken by Council to establish and maintain occupational health and safety systems and procedures, including the completion of risk assessments;
- Complete Accident, Hazard and Near Miss Reports in a timely manner;
- Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health and safety;
- Use protective equipment or clothing provided by Council at all required times;
- Immediately notify their Manager in the event of any injury, near miss, damaged equipment or other workplace hazard.

7. **RISK MANAGEMENT:**

Whilst at work, an employee must:

- Contribute to making Hindmarsh Shire as risk free as possible for all employees, residents and visitors;
- Take all reasonable action to protect Council assets from damage and or loss;
- Perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.

8. **RECORDS MANAGEMENT**

- Responsible for following Council records management processes and principles as contained within Council policies and procedures;
- Responsible for creating full and accurate records of activities and decisions relating to Council business; and
- Supporting the Records Management team with access to, and retrieval of, documents relating to Freedom of Information requests and public transparency principles contained in various Acts and regulations.

9. **ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- Responsible for supporting the efficient and safe operation of the seasonal outdoor pools within Hindmarsh Shire Council.
- Accountable for site management with regard to safety, quality and environmental controls.
- Responsible in providing leadership and direction to team members.
- Ensure that all employees under their direction are trained in safe working practices and in the safe operation of equipment and are made aware of all occupational health and safety policies and procedures.
- Accountable for timely reporting of all organisation or public risks that are observed.



10. JUDGEMENT AND DECISION MAKING:

- Ability to make on-site decisions and exercise discretion within standard practices and processes.
- Sound judgment will be required to determine relevant resolution of daily operational, including safety and security issues. Problems encountered are sometimes of a complex or technical nature with solutions not related to previously encountered situations so some creativity and originality is required.
- Ability to work well without supervision.
- Report any actions and/or incidents to the Coordinator Sports, Recreation and Community Development which may have effect on the day to day operations of the facility or that may require further investigation and follow up.
- Guidance and advice may be available from the Coordinator Sports, Recreation and Community Development or Manager.

11. SPECIALIST KNOWLEDGE AND SKILLS:

- Demonstrated experience working as a senior lifeguard or in a similar capacity at an aquatic facility.
- Knowledge of relevant aquatic industry codes and regulations applicable to lifeguarding including the Guidelines for Safe Pool Operation and Lifeguard responsibilities.
- Understanding of the equipment, procedures and processes used within the operation of outdoor swimming pools.
- Ability to provide direction, leadership and on-the-job training to lifeguards.

12. MANAGEMENT SKILLS:

- Ability to manage time, set priorities and plan and organise own work and that of the lifeguards to ensure the efficient running of the pools.
- Ability to support and assist other staff members to ensure the smooth operation of the facility.
- Required to have understanding of and ability to implement basic personnel policies and practices in relation to EEO, OHS and employee training and development.

13. INTERPERSONAL SKILLS:

- Ability to gain cooperation and assistance from staff, and pool users is essential.
- Good written communication skills, including the ability to prepare reports.
- Ability to discuss and resolve problems.



- Ability to champion and effect change.
- Absolute integrity, trustworthiness and professionalism.

14. **QUALIFICATIONS AND EXPERIENCE:**

- Pool Lifeguard Certificate
- Current First Aid Certificate
- Current CPR Certificate
- Working with Children Check
- National Police Check
- Pool Plant Operators Certificate / Aquatic Technical Operator Certificate or willingness to obtain
- Current Australian Driver License

15. **EQUAL OPPORTUNITY:**

Hindmarsh Shire Council offers a work environment free from discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

16. **PRIVACY AND CONFIDENTIALITY:**

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Privacy Act (Cth), the Privacy and Data Protection Act (Vic), the Health Records Act (Vic) and Council's Confidentiality policies.

Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at Council for any purpose other than the discharge of official duties.

17. **KEY SELECTION CRITERIA:**

The following key selection criteria will be used as a tool to assist in the selection of the most suitable applicant.

Applications **must** address the key selection criteria:

- Pool Lifeguard and First Aid qualifications or ability to obtain is required.
- Pool Plant Operators Certificate (Aquatic Technical Operator Certificate) is preferred.



- Experience supervising a team of staff in an aquatic and leisure/recreation services environment carrying out daily operational duties.
- Ability to provide effective customer service and respond to enquiries from the community in a positive and professional manner.
- Demonstrated understanding of Occupational Health and Safety principles as they apply to aquatic environments.
- Must have sound judgement in relation to safety and escalation of issues.
- Excellent interpersonal and leadership skills with a friendly and approachable manner
- Willingness to undertake a pre-employment medical, police check and Working with Children Check.
- Current Australian Driver License

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