CVM

CITY VENUE MANAGEMENT

POSITION DESCRIPTION

Position Title:

LIFEGUARD

Position Classification:

LEVEL 3 - FITNESS INDUSTRY AWARD

OUR PURPOSE

CREATE EXPERIENCES THAT DELIGHT AND ENGAGE.

At City Venue Management (CVM), every person plays an important role in creating experiences that delight and engage. Our truths are unique to us, they shape how we behave and underpin our purpose. As an employee of CVM you are expected to model behaviour aligned with our truths:

FUN AND ENERGY ARE CONRAGIOUS

Positivity feeds positivity, smiles provoke smiles

People are drawn to environments that are challenging yet enjoyable

Don't wait for others to infect you. "BE THE SOURCE"

NEW KNOWLEDGE DRIVES PROGRESSION

We grow by seeking internally and externally

Education, experience, observing, practicingDon't wait for others to

Seek to understand "BE CURIOUS"

COLLABORATION ENABLES CREATIVITY

Diverse teams working toward common goals develop unique solutions

Respectful, passionate disagreement and refined ideas lead to innovation

Integrated teams leverage "COLLECTIVE GENIUS"

SIMPLICITY ALLOWS AGILITY

It's simple to make things complex and complex to make them simple

Strive to find practical solutions to challenging problems

Big organisations can be fast, "FLEXIBILITY CREATES FREEDOM"

MATURITY IS NOT AN AGE

Empowered to do what you like, maturity is to do what is right

Resilience, compassionate, dependable, courageous

The ongoing commitment to remain consistent "EMBRACE OWNERSHIP"

Position Purpose:

To ensure the safety of all patrons through effective aquatic supervision, hazard prevention and emergency response in line with the Queensland Guidelines for Safe Pool Operation (GSPO), while maintaining a professional and positive presence on the pool deck.

Relationships:

Reports to:
Facility Manager

Key internal relationships:

- Facility Manager
- Operations Manager
- Swim School Manager
- Swim School, Lifeguards, Coaching, and Customer Service Teams

Key external relationships:

- Centre Patrons
- Schools
- Businesses
- Community Groups

Key areas of Responsibility:

Primary Duties (Safety Critical):

- Maintain continuous and active supervision of all aquatic areas in accordance with GSPO
- Monitor patrons and activities to identify risks or emergencies
- Position effectively to ensure full zone coverage at all times
- Educate patrons on hazards and safe behaviours within the aquatic environment
- Enforce facility rules consistently to prevent incidents
- Undertake search and rescue of persons in difficulty
- Enter the water immediately to perform rescues where required
- Provide emergency care, including first aid and CPR
- Respond to incidents, emergencies and unsafe or unlawful behaviour
- Complete all incident and hazard reporting as required

Secondary Duties (Non Safety Critical):

Secondary duties must not compromise active supervision at any time and should only be undertaken when safe, including assisting in maintaining the facility by:

- Checking bathrooms and surrounding areas to ensure patron safety
- General cleaning of poolside and public areas
- Conducting water quality testing and basic plant checks
- Assisting with equipment set up and pack down

If a secondary duty impacts supervision, another qualified lifeguard must take over supervision before leaving the area.

Water Quality Testing and Plant Awareness:

- Conduct water testing in accordance with GSPO and site procedures
- Monitor and record pool water quality, including chlorine and pH levels
- Identify and escalate out of range results immediately
- Ensure pools remain safe for use through ongoing monitoring
- Maintain accurate testing records

Fitness for Role and Health Requirements:

Lifeguards must be physically and medically fit to safely perform their duties. This includes:

- Maintaining adequate vision, corrected or uncorrected
- Maintaining adequate hearing, with or without aid
- Maintaining the physical capacity to perform rescues and emergency response

Lifeguards may be required to:

- Participate in periodic fitness testing in line with GSPO
- Provide medical clearance where a condition may impact their capacity
- Complete annual self assessments or declarations

Employees must notify management of any illness, injury or condition that may affect their ability to perform their role safely

Customer Experience:

- Present a professional and approachable presence on the pool deck.
- Assist patrons with enquiries where it does not compromise supervision.
- Manage patron interactions in a calm, clear and respectful manner.

General Duties:

- Attend quarterly training sessions (mandatory minimum 2 per year)
- Attend meetings and emergency drills as required
- Comply with all company policies, procedures and legislative requirements
- Maintain a clean, safe and organised work environment

Inherent Requirements of the Role

This role requires the ability to:

- Continuously observe and monitor an aquatic environment
- Recognise and respond to risks and emergencies
- Enter the water and perform rescues at any time
- Provide emergency care, including CPR
- Communicate effectively in emergency situations

Qualifications:

- Paid Blue Card
- CPR
- First Aid
- Pool Lifeguard Certificate

The above qualifications must be held and maintained valid during your employment with CVM. Failure to obtain and/or maintain these qualifications may result in delay or termination of employment.

Key Competencies:

- Strong situational awareness and attention to detail
- Ability to remain alert and focused for extended periods
- Confident decision making in high pressure and emergency situations
- Clear and effective communication, particularly in emergency response
- Ability to manage patron interactions with professionalism and sound judgement
- Strong interpersonal skills and ability to build rapport while enforcing rules
- Effective time management and ability to prioritise tasks without compromising supervision
- Basic administrative skills, including accurate reporting and record keeping
- Ability to follow procedures and adapt to operational systems
- Reliable, accountable and able to work independently and as part of a team

Legal Requirements:

QLD CHILD PROTECTION ACT

It is an offence under the QLD Child Protection Act 1999 for a person convicted of a serious offence to apply for or perform this position. The QLD “Child Protection Act 1999 requires the following to be completed;

Any person in this position must hold and maintain a current Positive Notice and Blue Card from the Commission for Children & Young People & Child Guardian.

DUTIES UNDER WH&S ACT

Under the Work Health & Safety Act 2011 an employee, whilst at work, must:

A. Take reasonable care for his or her own health and safety; and
B. Take reasonable care that his or her acts or omissions do not adversely affect the health and Comply, so far as the employee is reasonably able, with any reasonable instruction that is
C. given by the person conducting the business to allow the person to comply with this Act; and safety or other persons; and
D. Co-operate with any reasonable policy or procedure of the person conducting the business relating to health or safety at the workplace that has been notified to employees.

AQUATIC INDUSTRY COMPLIANCE

Lifeguards must perform their duties in accordance with the Queensland Guidelines for Safe Pool Operation (GSPO), as well as all company policies and procedures.

This includes maintaining effective supervision, responding to incidents, and ensuring the safety of all patrons at all times.

I acknowledge and declare that I have read and fully understand the expectations of the position contained in this agreement and the policies and procedures of the company and accept that I will observe them fully.