

Engagement Description

Title		Casual Lifeguard
System Identifier		CAS_LG
Directorate		Corporate & Community
Division		Corporate Services Group – Leisure Centres
Reports to		Pool Supervisor
Grade		CAS_HILL38G1
Date Reviewed		August 2026

Primary Purpose

Casual Lifeguards are responsible for providing a safe, welcoming and enjoyable aquatic environment by actively supervising patrons, responding to emergencies, delivering high-quality customer service and supporting the day-to-day operations of Council's leisure centres.

This document describes the key responsibilities of the engagement and is not designed to be prescriptive. The incumbent will contribute to Council's vision *"Hilltops is a thriving region offering a relaxed country lifestyle and diverse economy. We value and protect our friendly community spirit, pristine natural environment, and deep cultural heritage. We have strong connections, making the Hilltops region a vibrant place to live, work, play and invest"*, promote our organisational values: **Safety, Trust, Accountability and Respect** and use these to guide decisions, actions and conduct.

Key Accountabilities

- Contribute to a safe workplace by complying with legislative and organisational Work Health and Safety requirements.
- Ensure the safety and wellbeing of patrons through active pool supervision, enforcement of facility rules, hazard identification, and the provision of a safe, welcoming aquatic environment.
- Maintain a professional standard of personal presentation, hygiene and uniform to promote a positive image of Council's leisure centres.
- Perform lifeguarding and emergency response duties including surveillance, rescues, first aid, incident management and emergency procedures in accordance with Council requirements and industry standards.
- Maintain aquatic facility safety and operational readiness by conducting routine inspections, assisting with water quality monitoring, identifying hazards, and reporting maintenance, equipment and safety issues.

- Support the delivery of aquatic programs and services including swimming instruction, aquatic activities and community programs as required and where appropriately trained.
- Assist with facility operations and customer service activities including admissions, kiosk duties, cash handling and responding professionally to patron enquiries.
- Contribute to risk management and workplace safety by participating in risk assessments, toolbox talks, incident reporting and the implementation of safe work practices.
- Work collaboratively and professionally with supervisors and team members, demonstrating initiative, maintaining required qualifications and complying with Council policies, procedures and legislative requirements.
- Create and capture information in Council's designated databases to ensure legislative compliance.
- Contribute to the performance of Council by demonstrating professional conduct, making the best use of knowledge, experience & skills and being accountable for own decisions and actions.

Essential Criteria

1. Demonstrated ability to provide high-quality customer service and communicate effectively with a diverse range of patrons.
2. Ability to undertake admissions, cash handling and kiosk operations following training.
3. Knowledge of Work Health and Safety principles, emergency procedures and safe work practices relevant to an aquatic environment.
4. Ability to work collaboratively as part of a team and independently with minimal supervision.
5. Current Pool Lifeguard, Provide First Aid and CPR Certificates, or willingness to obtain within an agreed timeframe.
6. Current NSW Working with Children Check for paid employment.

Desirable Criteria

1. Previous experience working in an aquatic or recreation facility.
2. Knowledge of swimming pool operations, including water circulation, filtration and water quality management.
3. Certificate III in Sport, Aquatics and Recreation or equivalent.

Decision Making

The incumbent has the authority to take any reasonable steps to ensure the achievement of agreed objectives set out in the relevant business plan. The role may have delegations from the General Manager as set out in an instrument of delegation. All decisions must be in accordance with legislation & Council policies & procedures. Decisions should be consistent with the objectives of Council's strategies & plans.

All staff have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory resolution is agreed and implemented.

Acceptance of the role

This document is a broad description of the accountabilities, duties and required capabilities relating to the engagement. It may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours are expected at Hilltops Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by Hilltops Council from time-to-time as necessary. By signing, I agree to work in accordance with the above, and will abide by Hilltops Council's Code of Conduct, policies and procedures.

Name:

Signature:

Date: