



# LIFE SAVING VICTORIA POSITION DESCRIPTION

## Position Summary

<b>Position Title:</b>	Operations Coordinator – RWC
<b>Position Category:</b>	Fixed-term   part-time or full time – (1 October – 30 April) potential for ongoing
<b>Area Of Operation:</b>	Life Saving Operations – Lifeguard Services
<b>Reporting / Responsible To:</b>	Operations Manager – Lifeguards
<b>General Role Description:</b>	<p>To oversee the delivery of the delivery of Life Saving Victoria’s (LSV) paid and volunteer Rescue Watercraft (RWC) service and contribute to the leadership of the service state-wide.</p> <p>Ensure the provision of professional supervision of the RWC environment and ensure the highest standard of public supervision and safety is always guaranteed.</p> <p>Ensure the team liaise and communicate in a positive manner with the broader community as a representative of the LSV, Council, and other contracted regulatory bodies.</p> <p>Oversee the provision of the specialist surveillance, advice, supervision, safety, first aid and rescue services to beach patrons (proactive and reactive) to educate and prevent loss of life by drowning and/or injury to the public.</p> <p>Embrace Life Saving Victoria’s Mission and Values and encourage the teams meet and exceed.</p> <p>Oversee in conjunction with the manager the staff competency, induction, area site preparation, set up and maintenance, club communications, equipment and consumables management, rostering and timesheet administration, site and equipment audits, staff performance management.</p>



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## Key Responsibilities

<b>Service Delivery</b>	<p>Delivery of area qualification day/s oversee qualifications to ensure resources are rescue ready prior commencement of shifts.</p> <p>Rostering of appropriate numbers and suitability qualified staff and resources within assigned area in order to provide a Lifeguard service at contracted beach's/areas on required days across summer.</p> <p>Ensuring the Victorian community and its visitors receive water safety information, health promotion and preventative communication alongside a rescue ready service</p> <p>Manage all site equipment and consumables, reporting any loss / damage to the club and Manager – Lifeguard Services..</p>
<b>Communication &amp; Reporting</b>	<p>Communicate respectfully, professionally and regularly with LSV management, LSV supply chain, nominated Life Saving Club committee members, Lifeguards and members of the community.</p> <p>Ensure effective communication of relevant information throughout the season to the Lifeguard team.</p> <p>Provide feedback and escalate information regarding sites, staff issues, systems and processes (LIMSOC, Humanforce, and RMR, TeamApp), and opportunities to improve.</p> <p>Appropriate use of public media, as per policies and procedures.</p>
<b>Staff Management and Support</b>	<p>Identify development needs of individual and teams</p> <p>With support of Manager, address staff performance issues, ensuring documented.</p> <p>Mentor lifeguards and team leaders Be responsible for completing and communicating all Lifeguard feedback over the season.</p> <p>Participate in all staff training workshops as required.</p> <p>Be responsible for maintaining relevant qualifications as specified as pre-requisites by LSV.</p> <p>Support staff welfare and critical incident support</p> <p>Monitor and promote the Equal Opportunity, Harassment and Bullying policy by treating fellow staff and others fairly and equitably and without discrimination, harassment or bullying</p> <p>Be responsible for maintaining relevant qualifications as specified as pre-requisites by LSV.</p>



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<b>Administration &amp; Reporting</b>	<p>Responsible for providing all relevant documentation (digital/paper-based) in a timely and accurate manner, within LSV's requirements.</p> <p>Management of requalification digital/paper based reporting.</p> <p>Responsible for management of all staff rostering within assigned area through the application Humanforce.</p> <p>Process staff pays, travel claims, and expense claims, on time, weekly. Manage and communicate any errors to be rectified as soon as identified.</p> <p>Ensure effective communication of relevant information throughout the season to the Lifeguard team.</p> <p>Submission of beach audits in a timely manner for review by LSV management.</p> <p>Be responsible for completing and communicating all Lifeguard feedback over the season.</p> <p>Manage all site equipment and consumables, reporting any loss / damage to the club and Operations Manager – Lifeguard Services.</p> <p>Build and manage a reportable relationship with club committees where services are deployed from.</p>
<b>Meetings</b>	<p>Attend and contribute to relevant meetings as required including but not limited to: pre-season meeting, weekly teleconferences, post season meeting, area and site-specific inductions.</p>
<b>Stakeholder Management</b>	<p>Build and manage a reportable relationship with club committees where services are deployed from.</p> <p>Build and foster relationships with local council representatives.</p>
<b>OH &amp; S</b>	<p>Ensure the compliance of OHS guidelines and procedures, using protective clothing or equipment provided at all required times. Promote these guidelines to staff.</p> <p>Identify hazards, monitor and assess risk, and immediately report any injury, near miss and damaged equipment or any other hazard observed in the workplace.</p> <p>Demonstrates duty of care, consider own safety and the safety of others at all times.</p> <p>Report all incidents or potential hazards to Operations Manager – Lifeguard Services.</p>
<b>Safeguarding Children and Young People</b>	<p>Understand and comply with the guidelines of the LSV's and SLSA's Safeguarding Children and Young People.</p> <p>Address and escalate any concerns with participants and/or instructors wellbeing in line with LSV protocols.</p>



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## LSV Core Values

<b>Organisational Expectation</b>	<p>Willingness to recognise and embrace LSV’s core values when making decisions and working with our volunteers, clients, community and each other</p> <ul style="list-style-type: none"> <li>Positive and respectful relationships (cultural and intergenerational)</li> <li>Being open, welcoming and inclusive</li> <li>Personal development through a commitment to lifesaving</li> <li>Develop healthy lifestyles</li> <li>Taking personal responsibility for betterment</li> <li>Being relevant in today’s and tomorrow’s society</li> <li>Efficient and appropriate use of available resources</li> <li>Building stronger and safer communities</li> </ul>
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## Key Competencies

<b>Essential Competencies:</b>	<ul style="list-style-type: none"> <li>Excellent interpersonal and communication skills with a range of stakeholders</li> <li>People and stakeholder management experience.</li> <li>Flexibility with working hours, able to travel across the State, particularly through the season</li> <li>Ability to work within a team and with a diverse range of people</li> </ul> <p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>Bronze Medallion (Certificate II in Public Safety (Aquatic Rescue))</li> <li>First Aid / Apply (Senior) First Aid</li> <li>Advanced Resuscitation Techniques Certificate (ARTC)</li> <li>Silver Medallion Beach Management</li> <li>Current Employment Working with Children Check</li> </ul>
<b>Desirable Competencies:</b>	<ul style="list-style-type: none"> <li>Knowledge of LSV and Lifesaving Operations, and LSV’s policies and processes</li> <li>Experience as volunteer Lifesaver</li> <li>Experience as a Beach Lifeguard</li> <li>Experience as an RWC Operator</li> <li>Experience as a Beach Manager</li> </ul>