

## TEAM LEADER

### DEFINITION

Under the general direction of a Programmer or Program Technician, the Team Leader will provide direction and support to aquatic staff, skate and fitness instructional staff. The Team Leader will be the lead hand in the event of any emergency situation. The Team Leader may assist in the provision of instructional or recreation programs. The Team Leader generally ensures that on-duty staff are working effectively, the program is operating safely, and the facility is properly prepared for the enjoyment and satisfaction of all patrons.

### ILLUSTRATIVE DUTIES AND RESPONSIBILITIES:

- Directs the delivery of programs that occur during assigned shifts.
- Monitors the general maintenance and safety of the program area, locker rooms and associated areas, and reports abnormalities to the appropriate staff member.
- Provides shift supervision and direction to on-duty staff and ensures staff are following established protocols (eg: proper rotation of lifeguards).
- Organizes and provides appropriate activities, games, events of interest to the users.
- Organizes and ensures that the arena, pool or fitness area is set up for scheduled activities and that user needs are sufficiently met.
- Completes reports, statistics, records, etc.
- Answers or refers inquiries and performs non-complex clerical duties.
- Ensures first aid supplies, emergency equipment and program equipment are in order and performs safety inspections as required.
- Provides support and assistance to staff as required.
- Assists with program area in-services and training.
- Maintains a safe and clean work environment.
- Assists Programmer or Program Technician with temporary staff scheduling process (ie: substitutions).
- May be required to teach during assigned shifts.
- Performs other related work as required.

### KNOWLEDGE, SKILLS AND ABILITIES ON THE JOB:

#### ALL SECTIONS:

- Demonstrated ability to organize and conduct a variety of special events and activities.
- Ability to work independently with minimum supervision.
- A strong customer service orientation.
- Ability to promote leadership in promoting friendly and positive relationships with all clients.
- Ability to provide feedback and training to staff.
- Demonstrates Saanich Core Competencies as they relate to this position (see all behaviour statements):
  - Adaptability - willingness to be flexible in a changing work environment
  - Relationship Building - establishes and maintains respectful and cooperative working relationships.
  - Effective Communications - communicates effectively with others.
  - Problem Solving - recognizes and acts to resolve problems.
  - Customer Focus - provides excellent service to both internal and external customers.

#### AQUATICS:

- Thorough knowledge of lifeguarding principles and practices.
- Thorough knowledge of aquatic instructional programs and standards.

- Demonstrated competency as a lifeguard.

ARENA:

- Thorough knowledge of public skate monitoring principles and practices.
- Thorough knowledge of skate instructional programs and standards.
- Demonstrated competency as a skate instructor.

FITNESS

- Thorough knowledge of Fitness principles and practices.
- Thorough knowledge of Fitness instructional programs and standards.
- Demonstrated competency as a Fitness instructor.

REQUIREMENTS:

ALL SECTIONS:

- Grade 12.
- Satisfactory Police Information Check (PIC)

ARENA:

- Two years skate patrol attendant, including two years skate instruction experience.
- Emergency First Aid with CPR-C
- Greater Victoria Active Communities Skate Instructor Course Certification, or any of the following: Canskate Instructor, CanPowerskate Instructor, NCCP skate related course, certification or equivalent skate related instructor course.

AQUATICS:

- Current Cardio Pulmonary Resuscitation Certification - Level C.
- Current Standard First Aid
- OFA Level 1 as required.

-GHRC:

- Two years lifeguarding, including two years of teaching experience.
- Current National Lifeguard (NL) Certification (Pool Option),
- Current Canadian Red Cross Water Safety (Learn to Swim) Instructor Certification

-SCP Lesson TL

- Two years lifeguarding experience including two years of teaching experience.
- Current National Lifeguard (NL) Certification (Water Park Option)
- Current Canadian Red Cross Water Safety Instructor Certification

-SCP Lifeguarding TL

- Two years lifeguarding experience including one year of water park experience.
- Current National Lifeguard (NL) Certification (Water Park Option)

FITNESS:

- Current BCRPA Certification in Fitness Theory, plus one of the following modules: Group, Aquafit or Weight Training Module or equivalent fitness instructor courses.
- Two years fitness instructing experience
- Fitness First Aid with CPR-A (EFA) or equivalent.