

Pool Team Lead

Approval Date:	January 2026	Department:	Recreation & Culture
<input type="checkbox"/> IAFF		<input checked="" type="checkbox"/> CUPE	<input type="checkbox"/> Management
Title of Excluded Supervisor:	Recreation Program Manager		

General Accountability:

Purpose and Scope

Reporting to the Recreation Program Manager and taking direction from the Program Coordinator and/or a Recreation Programmer, the Pool Team Lead assists with the day-to-day maintenance and operations, staffing, and program delivery at the Centennial Outdoor Pool.

Nature and Scope of Work

- Ensure a safe environment, including the safety of all participants, equipment, and facilities.
- Run the facility in accordance with all operational policies and standards, including BC Public Health Act- Pool Regulations, WorkSafeBC Regulations, WHMIS, Occupational Health and Safety Policies and other City Policies and Procedures.
- Respond to emergency situations as a single lifeguard or as a member of a lifeguard team.
- Based on the program curriculums in the BC & Yukon Branch of the Lifesaving Society, design, modify and instruct safe, effective and appropriate swimming and water safety programs to meet the needs of apparently healthy individuals or special populations in a private and/or group aquatic setting.
- Assist with program delivery and activities (swimming lessons, aquatic courses/camps, etc.).
- Assist with supervising and overseeing lifeguards and volunteers, including assigning the work, and providing input into evaluations.
- Assist with recruiting, training, and orienting lifeguards and volunteers.
- Assist with daily staff scheduling, as required.
- Monitor and maintain water treatment systems, including pool chemicals, to provide a safe and comfortable bather environment.
- Comply with standards and guidelines as required for facility maintenance and cleaning.
- Assist with pool budget development and communicate budget needs to Supervisor.
- Engage with all patrons, participants, parents, caregivers and user groups in a positive and proactive manner to ensure a welcoming and supportive environment.
- Work cooperatively and respectfully with the other supervisors, program staff, user groups and the lifeguard team to ensure the delivery of quality swimming and water safety programming.
- Ensure ongoing communication with staff, coworkers, user groups, parents and supervisor.
- Work cooperatively with other program staff and program partners to promote inclusion.
- Provide excellent customer service for all recreation users.
- Work with administrative staff to maintain and monitor class lists and waitlists.
- Maintain records, reports and statistics as required.
- Participate in meetings, leadership and teambuilding activities as needed.
- Process cash transactions.
- Other duties as required.

Necessary Qualifications

Knowledge:

- Thorough knowledge of Lifesaving Society Standards and Swim Programs.
- Working knowledge of injury prevention, inclusion and progressive learning in a group aquatic setting.
- Working knowledge of appropriate rescue techniques and effective management of victim types such as a distressed swimmer, drowning non-swimmer, submerged non-breathing and those with a suspected spinal injury.
- Working knowledge of aquatic chemicals and equipment, and the proper and safe utilization of them.
- Basic knowledge of WorkSafeBC regulations and safe work procedures.
- Working knowledge of the BC Public Health Act- Pool Regulations.
- Working knowledge of the goals and objectives of recreation and inclusion.
- Working knowledge or behavior support practices within an aquatic environment.
- Working knowledge of practical strategies to adjust the lesson plans and pool activities to meet participants' needs.
- Basic knowledge of computers and basic software programs for word processing and e-mail use.

Skills:

- Excellent communication skills.
- Excellent group management skills.
- Excellent customer service skills.
- Good organizational and time management skills.
- Excellent interpersonal and problem-solving skills.
- Demonstrated teamwork and leadership skills.
- Demonstrates the Department's core values of Teamwork, Respect, Integrity, Communication, and Kindness.

Abilities:

- Ability to respond calmly in emergency situations.
- Ability to recognize and recover individuals or groups that may require lifeguard intervention or education.
- Ability to recognize and provide first aid for patrons with minor and/or major injuries such as asthma, allergic reaction, heart attack, bleeding, heat stress, and skeletal injuries.
- Ability to instruct quality water safety programs.
- Ability to maintain a positive attitude and a high degree of enthusiasm.
- Ability to independently plan and deliver quality programs relevant to the program area.
- Ability to work with minimal support and supervision from a supervisor.
- Ability to assign work to staff.
- Ability to work within and positively contribute to a team environment.
- Ability to process cash transactions.
- Ability and willingness to contribute to maintaining a respectful, safe and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity and fairness.
- Ability to successfully attain and maintain a clear criminal record check, including a vulnerable sector check.

Education/Training/Certification:

Must Have When Applying for Position:

- Must possess and maintain valid National Lifeguard (NL) certification.
- Must possess and maintain valid Swim Instructor certification.
- Must possess and maintain valid Standard First Aid with CPR-C and AED certifications. CPR-C/ AED must be current within one year.

To Be Obtained on the Job:

- WHMIS Certification
- Pool Operator Level I Certification
- Transportation of Dangerous Goods Certification

Experience:

- Minimum of two (2) years' experience working in a related aquatic environment within the last seven (7) years.
- Minimum of three (3) months supervising staff and/or volunteers, within a team environment, within the last five (5) years.

Preferred Criteria (for external use only)

- Previous experience working at Centennial Pool.
- Lifesaving Society Advanced Leadership Certification (National Lifeguard Instructor, Lifesaving Instructor, Swim Trainer, etc.)
- Registered Aquatic Fitness Instructor Certification.
- Pool Operator Level 1 and 2
- Class 5 Drivers License.
- Access to a personal vehicle for business use.

Unusual Working Conditions

- Shift work, split shifts, early mornings, evenings, and weekends will be required.
- Working in an outdoor environment.
- Some job duties require physical stamina and strength.
- Comfortable working in a busy, loud, and high-energy environment in varying weather conditions.