



# WATER SAFETY INTERNSHIP

**Position Title: Water Safety Intern**  
**FLSA Status: Part-time Non-Exempt/Paid**  
**Reports to: Associate Aquatic Director**

**Date: \_\_\_\_\_**  
**Student: \_\_\_\_\_**  
**College/University \_\_\_\_\_**

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## POSITION SUMMARY:

Provide leadership working with department management team to create a motivating and safe environment. Assist in maintaining safe swimming conditions in, on or around the pool, deck and surrounding areas. Create a safe and positive atmosphere that promotes member/patron safety and engagement in accordance with Springfield YMCA policies and procedures.

## CUSTOMER SERVICE EXPECTATIONS:

1. Display a friendly, helpful and positive disposition.
2. Provide customer service that is thorough, timely, organized and accurate.
3. Help ensure the Y is meeting member and participant needs by utilizing good listening skills, attentiveness, objectivity and patience in all situations.
4. Place members and participants as the first and highest priority showing kindness and compassion at all times.
5. Demonstrates the Y core values of caring, honesty, respect and responsibility through all daily activities and responsibilities

## ESSENTIAL FUNCTIONS:

1. Assist in supervising daily aquatic program activities to meet Springfield YMCA objectives; ensure program quality and monitor staff performance and member service.
2. Develop relationships with members and obtain regular feedback on programs; recommend program enhancements to ensure member needs are being met.
3. Knows/reviews all emergency procedures and responds to emergency situations immediately in accordance with YMCA policies and procedures. Completes related reports as required.
4. Knows, understands and consistently applies safety rules, policies and guidelines for the pool and aquatic area. Maintains accurate records as required by the Springfield YMCA and Illinois Department of Public Health.
5. Assist by providing input from observations and interactions for use in reviews and evaluations of staff performance.
6. Assist in the delivery of aquatics programs, instructions and staff trainings.
7. Assist in management of lifeguard staff schedules.
8. Maintains daily records and ensures continued general operations of aquatic facilities.
9. Completes other related duties as assigned by Associate Aquatic Director.
10. Successfully complete the internship project as outlined in the internship agreement document.



### YMCA LEADERSHIP COMPETENCIES (Team Leader):

**Mission Advancement:** Models and teaches the Y's values. Ensures a high level of service with a commitment to improving lives. Provides volunteers with orientation, training, development, and recognition. Cultivates relationships to support fundraising.

**Collaboration:** Champions inclusion activities, strategies, and initiatives. Builds relationships to create small communities. Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Effectively tailors communications to the appropriate audience. Provides staff with feedback, coaching, guidance, and support.

**Operational Effectiveness:** Provides others with framework for making decisions. Conducts prototypes to support the launching of programs and activities. Develops plans and manages best practices through engagement of team. Effectively creates and manages budgets. Holds staff accountable for high-quality results using a formal process to measure progress.

**Personal Growth:** Shares new insights. Facilitates change; models adaptability and an awareness of the impact of change. Utilizes non-threatening methods to address sensitive issues and inappropriate behavior or performance. Has the functional and technical knowledge and skill required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

### QUALIFICATIONS:

1. Lifeguard certified or demonstrate the minimum skills to qualify to become certified.
2. Minimum age of 16.
3. Certifications: CPR for the Professional Rescuer, AED, Basic First Aid and Emergency Oxygen or become current as part of the on the job training.
4. Ability to maintain certification-level of physical and mental readiness.
5. Demonstrate lifeguard skills in accordance with Springfield YMCA Standards.

### WORKING CONDITIONS:

- Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency.
- Ability to speak concisely and effectively communicate.
- Ability to stand or sit while maintaining alertness for several hours at a time.
- Position requires bending, leaning, kneeling, walking and lifting.
- Exposure to communicable diseases and body fluids.



## Roles and responsibilities of a YMCA intern

The student intern should complete the following steps:

- Sign a letter of acceptance of internship position at the YMCA.
- File necessary registration information with the academic institution.
- Report to the YMCA at the agreed-upon start date.
- Adhere to required work hours, policies, procedures, and rules governing professional staff behavior.
- Report for work on time, complete assignments, and maintain a professional attitude and appearance.
- Notify the YMCA internship supervisor of any unavoidable absences or of any difficulties with the internship responsibilities.
- Notify the YMCA internship supervisor of any changes in enrollment status.
- Adhere to YMCA confidentiality policies and procedures.
- Maintain professional relationships with YMCA staff, members, and volunteers.
- Utilize a courteous, enthusiastic, open-minded approach to policies and procedures within the profession.
- Be consistent and punctual in the submission of all work assignments.
- Ask for assistance when needed.
- Ask for feedback including constructive criticism to modify or change behavior/performance for the better.
- Maintain a job activity journal with comments on specific problems and challenges and outcomes. Periodically ask the YMCA internship supervisor to review the journal and add his/her reflections, comments, and evaluations.
- Assemble a work portfolio to show potential employers. This may include documents, press releases, new procedures, research, or other projects you have developed. Keep notes on those items that do not produce tangible results such as participating in meetings or offering new ideas for improving an organizational system.
- Submit a summary paper covering his/her intern experience to the YMCA internship supervisor at the end of the internship. The nature of the paper and its scope will depend on each individual intern's experience.



# Internship Agreement

## Student Orientation

1. Date completed:

## Educational Goals

- A. As identified by the intern:
  
  
  
  
  
  
  
  
  
  
- B. Additional goals identified by the supervisor:

## Intern Tasks – Direct learning and personal development opportunities

1. Available to be schedule for 10 – 15 hours per week on deck and 5 hours additional per month for non-deck related activities, projects or trainings.
2. Assist in training to all lifeguard staff to further develop a strong aquatic safety culture within the Springfield YMCA Association.
3. Work closely with other aquatic leadership to ensure safety during structure programming.
4. Observe and learn about the administrative components of recreation/sports management including the aspects of hiring, training and retaining staff.
5. Provide feedback and observations related to guidelines, policies, and procedures as well as being accountable for safety implementation strategies.
6. Participate in and learn the concepts and approaches to strong risk management and safety practices to help protect our patrons and community, prevent injuries, and reduce the frequency and severity of incidents.
7. Present at least one component of the monthly in-service trainings which serves as continuing education and development of staff.
8. Attend at least one management staff meetings for exposure to the management of programs and facilities.



**Personnel Details**

- A. Work schedule (days and hours)
  
- B. Holiday and sick leave arrangements
  
- C. Compensation
  - a. Hourly Rate:
  - b. Access to Y facility and programs allowed
  - c. Reimbursed for required training, travel, equipment or supplies which are not part of the internship as outlined by the college or university.
  - d. If additional placement is made for other department job positions or non-intern related tasks a rate of pay and schedule will be established
  
- D. Weekly/bi-weekly meeting schedule
  
- E. In-Service Schedule

**EVALUATION**

Formal evaluation will take place mid-term and at the conclusion of the internship.

It is agreed that the learning agreement will be reviewed periodically to assess progress and to negotiate changes where desired or needed.

**AGREEMENT**

I (student), \_\_\_\_\_, agree that it is my intention to complete this internship according to the guidelines and procedures of the YMCA to the best of my ability and to complete all requirements as designated by the "College/University."

\_\_\_\_\_  
(Student) (Date)

\_\_\_\_\_  
(YMCA Internship Supervisor) (Date)

\_\_\_\_\_  
(College Internship Supervisor) (Date)