

Mystic Bike Patrol

Bike Patrol Team Leader - Position Description

Team Leader Role Description

The Bike Patrol Team Leader is responsible for supporting the Safety Team Coordinator in managing the Bike Patrol team and maintaining the Safety Management System through implementation of the Safety Management Plan for Mystic Bike Park (Mystic).

The Bike Patrol Team Leader also has responsibilities as a Pro Patroller.

Pro Patroller Role Description

The role of a Pro Patroller at Mystic is to support riders and other visitors to have a safe and enjoyable experience.

The primary focus of this role is to provide First Aid and extrication support for day-to-day operations, as well as for events run within the facility. In addition, this role incorporates incident/accident preparedness, hazard identification, and assistance with hazard management.

A Pro Patroller is also involved as part of the broader Mystic team in the provision of an exceptional customer experience, and is expected to engage with guests in a confident, polite and genuine manner. A Pro Patroller has the opportunity to facilitate positive guest interactions across a broad range of experiences, including as part of incident response!

Responsibilities

The Bike Patrol Team Leader is required to:

- Assist the Safety Team Coordinator with the recruitment and pre-season training of the Bike Patrol team
- Facilitate ongoing training for the Bike Patrol team (Pro Patrollers and Volunteers), including informal and formal sessions
- Support Patrollers to identify opportunities for improvement and complete personal development and training plans
- Roster and plan for coverage, with recognition of both budget and increased demand during busy periods

- Assist the Safety Team Coordinator with the management of clinical and other issues arising in the Bike Patrol team
- Assist with the planning for events, including managing the Patrol Team during these periods
- Complete other ongoing management tasks for the Bike Patrol team, including reviewing incident reports and clinical practices, completing incident statistics, and reporting on these to the Safety Team Coordinator and Mystic General Manager
- Other tasks as required from time to time

In addition, a Pro Patroller is required to:

- Provide First Aid to Mystic guests, including injured riders and other visitors
- Manage extrication of injured riders from within the Mystic trail network
- Coordinate with emergency services, including Ambulance Victoria, to facilitate the best outcome for injured riders
- Coordinate other members of the broader Mystic team to provide First Aid and extricate injured riders where more than one incident requires management simultaneously
- Patrol access and bike trails throughout the facility, to provide assistance (if required), and to report on trail and weather conditions
- Identify, manage and report hazards within the facility, including closing trails and removing minor hazards such as fallen trees
- Coordinate and conduct sweeps of the trail network, as required, to facilitate the location of a missing or injured rider
- Complete paperwork and reporting requirements in a clear, concise and legible manner
- Provide information and assistance to guests, to support the Mystic team in providing an exceptional customer experience
- Undertake equipment maintenance and inspection to ensure preparedness
- Conduct ongoing minor trail minor maintenance, as directed
- Assist other business units and the broader Mystic team with tasks as requested or directed

Skills and Experience

Minimum Qualifications

The following qualifications are required for this position:

- Wilderness First Aid or equivalent / higher i.e. ASPA, Bachelor or Nursing / Paramedicine (currency is preferred however there may be potential to refresh pre commencement)
- Current Driver's Licence (any State / Territory acceptable)

Desirable Qualifications

The following qualifications and experience are desirable as they are valuable in the greater Mystic team operations:

- Experience managing a team, including development of an inclusive culture supporting ongoing improvement within a team and for individuals
- Evidence of personal organisational capacity and the ability to foster this within a team
- Personal initiative, including passion for personal development and growth
- Previous experience in first response or prehospital medicine
- Experience in trail maintenance and hazard identification
- Chainsaw Licence and experience
- Light Rigid Driver's Licence, including use of a trailer
- Public Passenger Vehicle Licence
- Working with Vulnerable People accreditation

While experience in a similar role is preferable, it is not required to commence in this position. Sufficient clinical experience to be able to provide genuine and effective clinical feedback to Patrollers is desirable.

Physical Capabilities

The following physical capabilities are required for effective completion of the responsibilities of this position:

- An intermediate to advanced level of mountain bike skill, enabling comfortable access to all blue trails
- Sufficient fitness to enable walking over steep terrain, including carrying or managing heavy and/or awkward loads

Supervision

The Bike Patrol Team Leader reports to the Safety Team Coordinator with additional clinical support provided by the Medical Director.

The Pro Patroller is also required to work with other members of the Mystic and Elevation Parks management structure, including the Mystic General Manager and Assistant Manager (as appointed) on day-to-day operational matters.

Remuneration

Award and Classification

Mystic's operations are covered by the Amusement, Events and Recreation Award 2020, with the Bike Patrol Team Leader falling under Grade 7 in the classification structure.

Opportunities

As a Mystic Patroller, there are also opportunities for experience and exposure to our operation at Maydena Bike Park in southwest Tasmania (MBP). We have a number of large events for the upcoming 2024/25 season, including the return of Redbull Hardline.

Additional Bike Patrol Roles

The Mystic and greater Elevation Parks team have the following additional roles that fall within the Bike Patrol team:

- Safety Team Coordinator
- Pro Patroller
- Volunteer Patroller

Maydena Bike Patrol have had significant success developing Volunteer Patrollers into Pro Patrollers, and even into the Bike Patrol Team Leader role. Individual and team development allows many growth opportunities within the team. Please consider these roles as alternatives if you interested and passionate about joining our team.

Contact

For more information about recruitment or the proposed incident response system, please contact Bec Foxen, Safety Team Coordinator, bec@maydenabikepark.com or on 0414 962 640.