

# MYSTIC

## **Bike Patrol Team Lead**

**Role Type:** Permanent Part time or Full Time for the right candidate

**Role:** To support the operational function of bike patrol including resourcing, training and development of volunteer and pro-patrol staff. Where appropriate support auxiliary needs in low capacity periods including trail crew and guest services function.

### **Responsibilities**

#### **Leadership:**

- Support, resource and provide oversight to the bike patrol team
- Raise concerns the Park Manager and General Manager where reasonable provide recommendations to resolve these issues
- Provide a positive and safe working environment for all staff
- Supporting training and development of staff (non clinical) with timely and constructive feedback
- Supporting or raising key areas of improvement based on existing framework with the General Manager and Park Manager
- Escalating and as applicable, closing our key matters in the park including serious incidents and near misses in a timely manner
- Support discussions with the Safety Manager or Safety Management Consultant, for ongoing discussions with Ambulance Victoria, SES, Victorian Health Regulator and other key stakeholders and emergency management bodies
- Debriefing with staff after significant events in the park and ongoing follow up with team members

#### **First Response**

- Lead the delivery of the Safety Management Plan at Mystic Bike Park
- Respond and manage incidents in Mystic Bike Park
- Work with and coordinate Emergency Services during an incident
- Work with shuttle operations and trail crew (as required) during an incident to effectively manage trail closures, road closures, and other secondary response within the team to support the patient
- Have and maintain a minimum Wilderness First Aid certificate
- Continue to learn and upskill in first response, emergency and clinical understanding to better support ongoing first response at Mystic

#### **Governance**

- Work with the trail crew and Park Manager to regularly assess capacity to ensure adequate Bike Patrol Staffing (Paid and Volunteer) is forward planned

- Organise and as appropriate, provide training to other staff under the Safety Management Plan
- Communication to the Marketing Manager (CC Park Manager and GM) on trail closures, park closures
- Review and compliance of staff qualifications for intended use (equipment, tickets etc)
- Weekly and Monthly reporting for all incidents on site based on Safety Management Plan and Incident Reporting
- Onboarding new staff in coordination with the Park Manager and agreed resourcing and framework plan
- Support development of daily checklists or other applicable processes to support the team under other governing processes
- Provide input and recommendations to changes to policies, procedures
- Provide financial oversight for bike patrol and administer the relevant spending
- Team lead to ensure any new staff are added to the staff contact list including:
  - Confirmation of qualifications, currency and park access
  - Providing a welcome email to all staff (pro patrollers, update at the start of the season for new volunteers)
  - Confirmation of required training plan (as applicable), uniforms and other requirements
  - Introduction completed including
    - Safety Management Plan
    - Driver Induction
    - HR Policy overview including spending policy, receipts, and staff benefits
    - Bike Park overview including drive around the park

### **Key Policies:**

The team lead is to be aware of, understand and effectively communicate to their staff the:

- Safety Management Plan
- Wet Weather Policy
- HR Policy & Induction
- Driver Induction
- Emergency Management Plan
- Event Policy & Management Plans

### **Daily Business Operations**

- Respond to incidents in Mystic Bike Park and follow scope of practice under the Safety Management Plan
- Liaise with AV, SES and other emergency services responding in the park
- Support, onboard and train new staff for volunteer and paid positions on bike patrol
- Ensure compliance of all staff in alignment with current training and qualifications
- Administered and take ownership of Safety Management Plan
- Enquire through Park Manager/Trail Forks if any high priority works are required immediately (fallen trees, safety issues etc)

- Delegate and direct bike patrol
- Liaising with Park Manager closely
- Liaising with Shuttle Coordinator & Trail Crew where appropriate
- Rostering
- Payslips
- Identifying any staff concerns to discuss with PM and GM