

# Mystic Bike Patrol

## Pro Patroller - Position Description

### Role Description

The role of a Pro Patroller at Mystic Bike Park (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

A Pro patroller at MBP 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 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
- 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:

- 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. However, to protect the mental health of our team, it is required that the Pro Patroller commence with some experience providing first aid (even if only recreationally).

We do have a strong volunteer and development program to provide this experience for passionate and interested individuals who do not yet have the relevant exposure.

### 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

All Pro Patrollers report directly to the Patrol Team Leader, with clinical support and supervision provided by the Safety Team Coordinator and any other Medical Director as appointed from time to time.

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 Pro Patrollers falling under Grade 4 in the classification structure.

Elevation Parks are committed to rewarding excellence and providing above award conditions. As such, we are offering a casual rate of between \$34 and \$36 per hour (negotiated depending on experience) with penalties on Sundays and Public Holidays.

### 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; Bike Patrol Team Leader; and Volunteer Patroller. Our team at Maydena Bike Park have had great success with the Volunteer Patrol Program, developing many Volunteer Patrollers into Pro Patrollers and even into the Patrol Team Leader role. Please consider this as an option if you have limited experience or would like to develop further prior to taking on the responsibilities of a Pro Patroller!

## Contact

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