

Mystic Volunteer Patrol Program 2024

Welcome

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.

Thank you for your interest in Mystic Bike Park (Mystic) and our Volunteer Patrol Program. Elevation Parks will take over operation of Mystic on 1 July 2024 and introduce a Bike Patrol team that incorporates a Volunteer Patrol Program. This program is designed to be a supportive environment for learning about prehospital response to trauma, while creating a training ground for our future Pro Patrollers.

Position Description

Role Description

The role of a Volunteer Patroller at Mystic is to support our Pro Patrollers in providing a high level of First Aid and extrication support to injured riders at our facility. This includes supporting day-to-day operations, as well as events. In addition, the role requires customer interaction, joining our larger team in provision of a positive experience for all our riders and guests.

This is an opportunity for development, and, depending on your interest and previous experience, the focus of your training can vary, from the clinical aspect of the role, to equipment and extrication of injured riders, and even to hazard identification and management within the park (think chainsaws!).

Responsibilities

A Volunteer Patroller at Mystic is required to:

- Assist in the provision of Wilderness First Aid to our guests, including injured riders and other visitors
- Assist the Pro Patroller to extricate injured riders from within the trail network
- Assist with the completion of paperwork for incidents
- Assist with the identification, and management of hazards within the facility
- Support our team to provide a friendly and welcoming environment

Skills and Experience

Minimum Qualifications

The following qualifications are required for this position:

- Senior / Workplace First Aid, although Wilderness First Aid or equivalent / higher (i.e. ASPA, Bachelor or Nursing / Paramedicine is preferred
- Current Driver's Licence (any State / Territory acceptable)

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 green and most blue trails
- Sufficient fitness to enable walking over steep terrain, including carrying or managing heavy and/or awkward loads

Supervision

Volunteer Patrollers report directly to the Pro Patroller on any shift, and are not expected to provide assistance to injured riders without the supervision and support of that Pro Patroller. The level of supervision will vary with the experience of the Volunteer.

Additional clinical support can be sought from the Patrol Team Leader, or Safety Team Coordinator.

Our Thanks

Summary of the Perks

As thanks for your involvement with Mystic and the Volunteer Patrol Program, the following will be made available to you:

Training and Development

- Training and development on all rostered shifts (with the Pro Patroller)
- Access to our scheduled Patrol Training sessions (see Patrol Training Calendar)
- Priority access to other external training at Mystic as arranged from time to time

- The opportunity to assist and learn while our Patrollers are managing injured riders

Uplifts and Riding

- Free bike park access and uplifts while on rostered shifts (and wearing uniform), expect around a quarter to a half day riding time on each rostered shift
- Substantially discounted uplifts and season passes for riding when not on shift* (details to be confirmed on release of new pricing structure and booking)
- Ability to book onto lessons 'last minute' (the morning of) where all spaces are not filled, at no cost (following the introduction of bike school)
- Discounted private and other lessons (following the introduction of bike school)
- Discounted access to other Mystic offerings

* Noting that you would probably be called in to assist if things got really out of hand...

Maydena Bike Park

As a Mystic Volunteer 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.

How It Works

Rosters and Training

As a Volunteer Patroller we expect you to work **at least 10 rostered shifts**, throughout our busiest times. This will primarily be school and summer holidays, weekends, public holidays and events, but is negotiable.

Once you have completed your 10 rostered shifts, we will provide you with an uplift voucher for all extra days worked. This voucher will be for a complimentary day of uplift, which you can use for friends and family, or keep for yourself for the following season! This is in addition to your personal uplift discount.

You will also be expected to attend **a minimum of 3 of the Patrol Training sessions**, scheduled approximately monthly.

Please discuss the rostering or training requirements with the Patrol Team Leader or the Safety Team Coordinator if you have any questions or concerns.

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
- Patrol Team Leader
- Pro Patroller

Our team at Maydena Bike Park (MBP) have had great success with the Volunteer Patrol Program, developing many Volunteer Patrollers into Pro Patrollers and even into the Patrol Team Leader role. As a Mystic Volunteer Patroller, there are also opportunities for experience and exposure to our operation at MBP.

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.