

Ski Patroller - Position Description

Position Title: Ski Patroller	Unit: Operations	Date: February 2011	
Reports To: Ski Patrol Manager	Direct Reports: Nil	Position Status: Seasonal	Band: 3-5
Primary Objective			
Provide emergency care to sick and/or injured guests and to identify and manage on slope hazards to ensure a safe and enjoyable experience for visitors of Falls Creek Alpine Resort. To also conduct mountain awareness activities to ensure guests are skiing/snow boarding in a safe, controlled and sociable manner			
Organisational Environment			
<p>The resort is set at an altitude ranging from 1210 to 1830m and bounded on all sides by the Alpine National Park. The Falls Creek Alpine Resort Management Board is accountable for the development, promotion, management, and use of Falls Creek's 1,535 hectares. Appointed by Victoria's Minister for the Environment, the Board operates under the Alpine Resorts (Management) Act, which sets out the objectives for the management of Victoria's alpine resorts and aligns with the Victorian Government's Alpine Resorts 2020 Strategy.</p> <p>The Ski Patroller position operates throughout the snow season delivering specialised emergency care and hazard identification and minimisation service.</p>			
Organisation Vision Statement			
To deliver the most memorable leisure, sporting and adventure experiences in Australia's unique Alpine landscape			
Organisational Values			
Safety First	Our concern for safety, health and the environment is paramount.		
Teamwork	Our own individual success comes from our contribution to team efforts and commitment to team goals.		
Respect for people	We have mutual understanding and respect for each other as team mates and also for our guests.		
Integrity	We are consistent, trustworthy and transparent in the way we do business.		
Vibrancy	Take time to reflect upon the excitement and uniqueness of the environment(both natural and manmade) in which we work.		
Environmentally aware	Falls Creek's natural environment is our greatest asset, which we strive to protect and enhance.		
Key Working Relationships			
<p>Internally - Ski Patrol Manager, other ski patrol staff, transport services staff and other FCRM employees</p> <p>Externally - Stakeholders and visitors, falls Creek Ski Lift Staff, Medical Centre and ambulance personnel, other emergency services personnel and Victorian Snow Reporting Staff</p>			

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Major Accountabilities:	Performance Criteria:
Respond to on mountain accidents and provide emergency care for Visitors including transport to the medical centre or transport to visitor's accommodation.	Response times and relevant protocols, policies and procedures are adhered to.
Conduct all duties in a safe, professional and conscientious manner	Manager and supervisor observation. Behaviour and workpractice in line with ensuring minimisation of risk of injury to self and others.
Assist visitors with Falls Creek Resort Information.	Customer feedback.
Assist with the identification, assessment and management of risks associated with the ski slopes.	The slopes are safe for public use and all hazards are marked.
Undertake dispatch operator duties to ensure a coordinated approach of team members around the mountain.	All data is recorded efficiently and all patrollers are dispatched where required.
Conduct Mountain Awareness activities to ensure visitors ski/snowboard in a safe, controlled and socialable manner.	Observation of active participation in the promotion of safety in accordance with alpine code of responsibility
Operate and maintain snowmobiles to assist with general management of the slopes including the transportation of injured visitors	Snowmobiles are in good working order.
Provide support and relevant training to trainee ski patrollers.	Trainee ski patrollers are job competent.
Ensure effective and positive communication with colleagues and clients	Team works with minimal disruption
Report any significant matters arising in the course of duties to the supervisor	Communication mechanisms are utilised and any significant matters are reported.
Comply with FCRM management practices including financial and human resource delegations and relevant legislation on Occupational Safety & Health and Equal Opportunity	Outcomes achieved compliantly

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Key Challenges

Major challenges include:

- Working in a difficult and hazardous environment;
- Managing sick and injured patients and dealing with trauma;
- Managing varied and conflicting demands;
- Assisting to deliver high quality outcomes;
- Establishing effective, professional working relationships with high standards of customer service.

Position Dimensions

Budget responsibilities:

Direct/indirect reports:

Decision Making

This position operates within clearly defined Australian Ski Patrol Association guidelines, organisational policies, procedures and delegations and receives specific direction from the Patrol Supervisor. Decisions and recommendations are constrained by FCRM policy and practice. The position will clarify and resolve problems using established procedures defined through organisational and legislative requirements

Qualifications, Skills, Knowledge and Experience

- **ASPA** qualifications – advanced emergency care qualifications or equivalent
- First aid certificate – level 2 minimum
- Strong skiing ability
- Experience in delivering quality customer service in a high pressure environment;
- Strong customer relations skills
- Ability to work in a harsh Alpine Environment
- Ability to exercise sound judgement and carry out instructions with minimum supervision;
- Demonstrated ability to operate as an effective team member;
- Effective communication and interpersonal skills;
 - Current motor vehicle licence.

Verification:

We certify that the content of this position description is accurate:

Position Holder: _____ / /

Manager/Supervisor: _____ / /