

### 3 Peaks Challenge 2012 | Volunteer Job Description

Job Details	
<b>Job Title:</b>	<b>Route Teams Coordinator</b>
<b>Team:</b>	Route Central Control Room
<b>Team size:</b>	1
<b>Report to:</b>	Route Operations Team Leader
<b>Base location:</b>	Falls Creek
<b>Duties location:</b>	Falls Creek Resort Management board room
<b>Arrival date &amp; time:</b>	3pm Friday 9 <sup>th</sup> March, 2012
<b>Departure date &amp; time:</b>	11am on Monday 14 <sup>th</sup> March, 2012
<b>Transport:</b>	<ul style="list-style-type: none"> <li>Friday 10am – travelling with Bicycle Network Victoria staff</li> <li>Monday 11am - minibus departing from Falls Creek</li> </ul>
<b>Accommodation:</b>	Lodge style accommodation provided
<b>Meals Provided:</b>	<ul style="list-style-type: none"> <li>Friday – Dinner (BYO Lunch on trip to start)</li> <li>Saturday &amp; Sunday - Breakfast, Lunch and Dinner</li> <li>Monday - Breakfast (BYO lunch, bus stopover on trip home)</li> </ul>
<b>Uniform:</b>	Long sleeve polo shirt and cap
<b>Equipment supplied:</b>	Route Phones, computer & other recording equipment
<b>Shift times:</b>	<ul style="list-style-type: none"> <li>Saturday 10<sup>th</sup> March: 9am – 5pm</li> <li>Sunday 11<sup>th</sup> March: 5am – 10pm</li> <li>Monday 12<sup>th</sup> March: 7am – 10am</li> </ul> <p>While shifts are long, breaks must be taken as required. As team leader you will advise your assistants to take sufficient time off.</p>
<b>Experience / skills required:</b>	Good communication and skills, awareness of rider needs and questions, Customer Service, conflict resolution, problem solving, computer skills, Radio experience is an advantage. Triage or medical experience is also an advantage.
<b>Physical work:</b>	No
<b>Sitting / standing:</b>	Mostly Sitting
<b>Outdoor exposure:</b>	Mostly indoors
<b>Rider contact:</b>	No rider contact
The Challenge – role, responsibilities and outcomes	
<b>Role description:</b>	As part of the route central control room team you will manage the outgoing actions as they are required on route. You will work closely with the response coordinator where you will action the appropriate route teams to respond to any reported incidents.
<b>Key responsibilities:</b>	<ul style="list-style-type: none"> <li>Liaise with the route teams as to their whereabouts, current status and future actions.</li> <li>Coordinate route teams to respond to incidents reported by the response coordinator.</li> <li>Monitor and manage all 2way radio and mobile phone communications with route marshals, motorcycle marshals, signage crew, sag wagon, medical evacuation vehicles, sector management team, traffic management and route operations.</li> <li>Logging and reporting communications via logging system, action event vehicles and route personnel where required.</li> <li>Liaison and follow up on medical incidents with the medical teams and document changes/progress.</li> </ul>
<b>Outcomes:</b>	You will contribute to the successful Route Central Control Room to ensure all route items are identified, communicated, addressed and the appropriate outcomes implemented. You will show a welcoming presence so that riders enjoy and feel a part of the event. Volunteers will work safely and respectfully with each other.