

Austin Health Position Description



Position Title: Security Officer

Classification:	Security Officer Grade 2 – GF23
Business Unit/ Department:	Security Services Department
Agreement:	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS) SINGLE INTEREST ENTERPRISE AGREEMENT 2021-2025
Employment Type:	Full-Time
Hours per week:	40 hrs / week (Including ADO)
Reports to:	Security Manager
Direct Reports:	Nil
Financial management:	Budget: Nil
Date:	14 th October 2024

About Austin Health

Austin Health is one of Victoria's largest health care providers. Comprising the Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation, Hospital in the Home and community based health services; Austin Health is an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

Austin Health employs near 9,000 staff across its sites; including over 1,600 doctors and 3,000 nurses, and delivers a full range of leading edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, child inpatient mental health service). In total, Austin Health provides over 900 beds, including mental health, aged-care and rehabilitation beds and a range of community and in the home services. The current annual operating budget is in excess of \$960 million.

Austin Health delivers vital state-wide services to all Victorians, including to diverse multicultural and veteran communities. It also provides community and specialty services to the people of Melbourne's north-eastern corridor in a safety-focused, team-oriented and stimulating work environment.

Austin Health's current vision is shaping the future through exceptional care, discovery and learning.

Our values define who we are, shape our culture and the behaviours, practices and mindset of our people. Our values are: Our actions show we care, we bring our best, together we achieve and we shape the future. www.austin.org.au/about-us

Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

Position Purpose

The Security Services Department of Austin Health services patients, visitors and staff by:

- Protecting patients, visitors and staff from harm
- Maintaining an acceptable level of order, control and safety
- Protecting personal and Austin Health property from theft, misuse and vandalism.
- Perform the duties of this position efficiently and effectively to the standards of the Department

About Security Services

The Security Services Department, within the Information and Services Directorate services 3 sites and Mercy Hospital for Women. The department is an in-house service and operates 24/7.

Purpose and Accountabilities

Role Specific:

Daily (As Rostered)

- Be able to work rotating shifts, including weekends and public holidays
- Work across all Austin Health sites.
- Assist wards and departments with unruly or disorientated patients or visitors.
- Assist with car parking operations, when required to do so.
- Audit the CCTV system daily and report any faults to the Security Manager.
- Compile full written reports on incidents of wrongdoing.
- Conduct security patrols.
- Complete Riskman / Staff Incident Reports / Building & Engineering Information Management System (BEIMS) reports / and any other security related report as required and to be submitted by the end of the shift.
- Conduct handover at the end of your shift to the oncoming shift.
- Conduct Patrol Verification Wand Patrols as described in the site standard operating procedure checking buildings, grounds and car parks.
- Ensure compliance and enforcement of Austin Health Policies and Procedures and Security Department Standard Operating Procedures.
- Escort visitors, staff, patients and hospital property as requested
- General administrative duties – data entry, CCTV search, secure and unsecure area's, issue keys to contractors etc.
- Handle all Lost and Found property in accordance with Policy & Procedures
- Handle Patients Valuables in accordance with Policy & Procedures and SOP's
- Have the ability to take down a full statement from a Complainant and Witnesses to a standard that is required by a court of law.

- Maintain the Security Log Book and the Mercy Hospital for Women Security Log Book with details of the shift and patrols conducted and the name of the Security Officer conducting the patrol.
- Monitor and check every two hours the access control database on SiPass / Cardax, CCTV system
- Complete mandatory annual ELearning training packages.
- Participate in annual Aggression Management, Emergency Response & Warden training
- Maintain a level of fitness in order to carry out the role of Security Officer within Austin Health
- Participate in Security on the job training as well as Drills and Exercises
- Provide assistance in identifying risk management issues related to each Austin Health site.
- Report all faults and breakages on BEIMS by the end of the shift.
- Respond to emergencies i.e. Respond Codes, Duress Alarms, Fire Alarms and building alarms, etc.
- Submit a copy of your Security Licence, Drivers Licence, and Confidentiality Agreement annually to Management.
- To wear the Austin Health Security Uniform and Maintain a level of personal Appearance in compliance with the Austin Health Security Department Dress Code.
- Carry a security pager, two way radio and mobile phone at all times
- Carry site keys at all times and sign key register at beginning of each shift including count of keys
- Any other Security related duties as directed under the overall direction of the Security Manager.
- Check and secure after hour deliveries
- Assist with request after hours for medical records, linen & equipment
- Collect and issue keys to relative accommodation
- Ensure the security office is clean & tidy for the next shift
- Isolate & De-isolate fire alarms & EWIS panels (RTRC & HRH)

Daily

- Account for all keys, Radios, Pagers, QR Patrol Phones
- Provide Statistics of Codes over the previous 24 hrs
- Account for all property that is recorded and held

Monthly

- Audit the "Lost & Found" property.
- Audit the site keys.
- Compile monthly Emergency Codes list for Management.
- Compile monthly Staff Escorts for Management.
- Conduct monthly audits on all Austin Health sites & Mercy Hospital Duress Alarms as per Australian Standards
- Conduct monthly audits on lighting and submit BEIMS for all lighting faults / repairs
- Ensure that Security statistics are submitted to the Security Manager within the 1st week of the month.

Generic accountabilities

- Participate in Austin Health performance appraisal program as required.
- Undertake not to reveal to any person or entity any confidential information relating to patients and employees, policies, processes and dealings and not to make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer.

- Participate in the emergency incident response activities, as defined within the Emergency Response Manual, as and when required, at the direction of management.

All Employees:

- Comply with Austin Health policies & procedures
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Austin Health Code of Conduct

People Management Roles:

- Ensure clear accountability for quality and safety within the department
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs; ensure the risk management system is functional
- Be aware of and comply with the core education, training and development policy

Selection Criteria

Essential Knowledge and skills:

- Hold and maintain a current Security / Crowd controlling Licence
- Experience in the delivery of Security Services.
- Experience in the use of Security operating software and systems including controls and CCTV.
- Have highly developed communication and conflict resolution skills.
- Have strong customer service skills.
- Good written communication skills including the ability to write reports.
- Be able to work in a team environment.
- Be able to take initiative.
- The ability to work unsupervised.
- Have intermediate computer skills e.g. MS Word, Outlook, Excel and other related Security databases.
- A commitment to Austin Health values.
- Hold a current Victorian Working with Children Check.
- Hold a current Victorian Drivers Licence.

Desirable but not essential:

- Experience in Health
- Certificate III in Security Operations
- Experience in Building and Engineering Information Management Systems
- Hold a current level II First Aid Certificate

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to Austin Health's Aboriginal Employment website:

<http://www.austin.org.au/careers/Aborigineemployment/>

Document Review Agreement

Manager Signature	
Employee Signature	
Date	