

Position Description

Security Officer

Classification:	Security Officer Grade 2 - GF23
Business unit/department:	Security Services Department
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☒ Other ☐ (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Full-Time
Hours per week:	40 hrs / week
Reports to:	Security Manager
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	21 st October, 2025

Austin Health acknowledges the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

The Security Officer is responsible for maintaining a safe and secure environment across all Austin Health sites. This includes providing proactive patrols, responding to emergencies, assisting staff and visitors, managing security systems, and ensuring compliance with Austin Health policies and procedures.

About Security Services

The Security Services Department, located within the Information and Services Directorate, provides security operations across multiple Austin Health sites including Austin Hospital (AH), Heidelberg Repatriation Hospital (HRH), Royal Talbot Rehabilitation Centre (RTRC), and the Mercy Hospital for Women (MWH).

The department's primary functions are to:

- Protect patients, visitors, and staff from harm.
- Maintain an acceptable level of order, control, and safety across all facilities.
- Safeguard personal belongings and Austin Health property from theft, misuse, and vandalism.
- Deliver professional and effective security services in accordance with departmental standards and expectations.

The Security Services Department is an in-house service, operating 24 hours a day, seven days a week, to ensure the ongoing safety and security of the Austin Health community.

Position responsibilities

Daily Responsibilities (As Rostered)

1. General Operations

- Work rotating shifts, including weekends and public holidays, across all Austin Health sites.
- Conduct regular security foot and QR patrols of buildings, grounds, and car parks.
- Maintain detailed entries in the online Security Log, contributing to daily statistics for emergency Codes and incidents.
- Ensure compliance with Austin Health Policies, Procedures, and Security Department Standard Operating Procedures (SOPs).
- Complete all incident, Riskman, Facilities Services, and other required reports before the end of each shift.
- Conduct a thorough shift handover and maintain a clean and orderly Security Office.

2. Emergency and Incident Response

- Respond promptly to all emergency situations, including Respond Codes, Duress, Fire, and Building Alarms.
- Provide assistance in managing unruly, aggressive, or disoriented patients, visitors, or staff.
- Prepare accurate, comprehensive incident reports and take formal statements suitable for legal purposes.
- Participate in regular emergency response drills, and aggression management training.
- Participate in the emergency incident response activities, as defined within the Emergency Response Manual, as and when required, at the direction of management.

3. Monitoring and Systems Management

- Monitor and audit CCTV and access control systems (e.g. SiPass/Cardax) every two hours, reporting any faults or irregularities to Security Management.
- Maintain strict key control procedures, including signing in/out and accounting for all keys, radios, pagers, and phones.



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- Isolate and de-isolate fire alarms and EWIS panels (RTRC & HRH) as required.

4. Assistance and Support

- Escort patients, visitors, staff, and hospital property as required.
- Assist with after-hours tasks including medical records, linen, equipment requests, and access to relative accommodation.
- Support car parking operations and check after-hours deliveries.
- Identify and report risk management issues or security concerns across all sites.

5. Administration and Compliance

- Handle Lost and Found items and Patient Valuables in accordance with policy and SOPs.
- Perform administrative duties such as data entry, CCTV review, and issuing keys to contractors.
- Maintain valid Security and Driver's Licences and submit annual copies along with the Confidentiality Agreement.
- Complete all mandatory eLearning, on-the-job training, and security drills.
- Maintain appropriate fitness and professional presentation in accordance with the Austin Health Security Dress Code.
- Wear the Austin Health Security uniform and carry designated equipment (pager, radio, mobile phone, keys) at all times.
- Undertake any additional security-related duties as directed by Security Management.
- Not to disclose to any person or entity any confidential information relating to patients, employees, policies, processes, or operations of Austin Health.
- Public statements regarding Austin Health's affairs must not be made without the prior authorisation of the Chief Executive Officer.

Monthly Responsibilities:

- Undertake audits of Lost and Found property records.
- Conduct audits of site keys to ensure accurate control and accountability.
- Perform audits of duress alarm systems across all Austin Health sites and Mercy Hospital, in accordance with Australian Standards.
- Inspect lighting systems and submit Facilities Service Requests for any identified faults or required repairs.



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Selection criteria

Essential skills and experience:

- Demonstrated experience in the delivery of security services.
- Proficiency in the use of security operating software and systems, including access control and CCTV.
- Highly developed communication and conflict resolution skills.
- Strong commitment to customer service excellence.
- Well-developed written communication skills, including the ability to prepare detailed and accurate reports.
- Proven ability to work effectively within a team environment.
- Demonstrated initiative and sound problem-solving skills.
- Ability to work autonomously with minimal supervision.
- Intermediate computer literacy, including MS Word, Outlook, Excel, and relevant security databases.
- Commitment to Austin Health's values and standards of professional conduct.

Desirable (but not essential):

- Previous experience within a health service or hospital environment.
- Certificate III in Security Operations (or equivalent qualification).
- Experience with Building and Engineering Information Management Systems.
- Current Level II First Aid Certificate.

Professional Licences, Qualifications and Registration Requirements

Essential:

- Current Victorian Security Licence
- Current Victorian Driver's Licence
- Current Victorian Working with Children Check

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.



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Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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