

Position Description

Security Shift Leader

Classification:	Security GF24 – Grade 3, plus a 7% In Charge Allowance
Business unit/department:	Security Services Department
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☒ Other ☒ (Satellite Sites & Mercy Women's Hospital)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Full-Time
Hours per week:	40
Reports to:	Security Manager
Direct reports:	0
Financial management:	Budget: Nil
Date:	July, 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, 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 Shift Leader is responsible for supervising security operations and providing operational leadership to Security Officers across Austin Health's three main campuses, satellite sites, and the Mercy Hospital for Women. The role ensures the effective delivery of 24-hour security services by coordinating daily operations, supporting staff, responding to security incidents and emergencies, and maintaining a safe and secure environment for patients, visitors, staff, contractors, and hospital assets.

About Security Services

The Security Services Department forms part of the Information and Services Directorate and provides a comprehensive in-house security service across Austin Health's three campuses and the Mercy Hospital for Women. The department operates 24 hours a day, 7 days a week, delivering

responsive and professional security services that support a safe healthcare environment for patients, visitors, staff, and contractors.

The Security Services Department is committed to:

- Protecting patients, visitors, staff, contractors, and volunteers from harm.
- Maintaining a safe, secure, and orderly environment across all Austin Health sites.
- Protecting Austin Health assets and personal property from theft, damage, misuse, and vandalism.
- Providing professional, timely, and customer-focused security services that support the organisation's clinical and operational objectives.
- Performing all security duties efficiently, effectively, and in accordance with departmental standards, Austin Health policies, legislative requirements, and industry best practice.

Position responsibilities

In addition to performing the duties of a Security Officer, the Security Shift Leader provides day-to-day leadership, coordinates shift operations, ensures compliance with organisational policies and procedures, and maintains operational readiness through effective communication, documentation, and resource management.

Leadership and Operational Management

- Provide leadership, supervision, and direction to Security Officers during each shift.
- Ensure all Security Officers report for duty on time, are correctly presented in uniform, and are performing their assigned duties.
- Coordinate and deploy security resources to meet operational requirements across all Austin Health campuses.
- Respond promptly to requests for security assistance from wards, departments, and external stakeholders.
- Conduct regular inspections and random patrols of security locations to monitor staff performance, compliance, and operational effectiveness.
- Conduct comprehensive shift handovers, ensuring all operational information, equipment, outstanding tasks, and incidents are communicated accurately.
- Assist with roster coordination and other administrative duties as required.

Security Operations

- Work rotating shifts, including weekends and public holidays, across all Austin Health sites.
- Respond to security incidents, emergency codes, duress alarms, fire alarms, building alarms, and other emergency situations.
- Assist staff in managing aggressive, disruptive, or disorientated patients and visitors.
- Conduct QR patrols of buildings, grounds, and car parks.
- Escort patients, visitors, staff, contractors, valuables, and hospital property as required.
- Secure after-hours deliveries and maintain the security of hospital facilities.
- Operate and monitor CCTV systems, reporting faults promptly.
- Isolate and reinstate fire alarm and EWIS panels where authorised.
- Carry and maintain security equipment including radios, pagers, mobile phones, keys, and other operational assets.

Incident Management and Reporting

- Investigate security incidents and compile accurate, detailed reports.



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- Complete all required documentation, including Riskman reports, Staff Incident Reports, Facilities Service Requests, and other security reports before the completion of each shift.
- Obtain comprehensive statements from complainants and witnesses that meet evidentiary standards.
- Maintain the Security Action Log and Mercy Hospital for Women Security Log, recording operational activities, patrols, incidents, and officer deployments.
- Ensure all security-related property, evidence, and found property are accurately recorded and securely managed.

Compliance, Audits and Asset Management

- Conduct monthly audits of:
 - Lost and Found property.
 - Site key registers.
 - Duress alarm systems across Austin Health and Mercy Hospital for Women in accordance with Australian Standards.
 - External and internal lighting, reporting maintenance requirements.
- Account for all security equipment including keys, radios, pagers, mobile phones, and other issued assets.
- Support the identification, reporting, and mitigation of security risks across all campuses.

Training and Professional Development

- Participate in mandatory training including Aggression Management, Emergency Response, Warden Training, security exercises, drills, and on-the-job training.
- Maintain the physical fitness required to safely perform operational security duties.
- Provide current Security Licence and Driver Licence documentation annually.
- Participate in the Austin Health Performance Development Program.

Generic Accountabilities

- Maintain strict confidentiality regarding patients, staff, organisational information, and operational matters.
- Participate in emergency management activities in accordance with the Austin Health Emergency Response Manual.
- Comply with all Austin Health policies, procedures, security protocols, and the Code of Conduct.
- Report hazards, incidents, and near misses, and actively contribute to workplace health and safety initiatives.
- Support continuous quality improvement and effective risk management practices.

People Leadership Responsibilities

- Foster a culture of accountability, professionalism, quality, and safety within the Security team.
- Ensure security staff understand and comply with organisational policies, procedures, and performance expectations.
- Promote effective incident management, risk identification, and continuous improvement.
- Support staff development through coaching, mentoring, and participation in mandatory education and training.
- Encourage effective communication, teamwork, and collaboration across Austin Health departments.



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Selection criteria

Essential skills and experience:

- Hold and maintain a current Victorian Security Licence (Certificate II - Security Officer and Crowd Controller) and a current First Aid Certificate.
- Hold a current Victorian Driver Licence.
- Hold a current Victorian Working with Children Check.
- Demonstrated experience in the delivery of security services, preferably within a complex operational environment.
- Demonstrated experience using security systems and technologies, including CCTV, access control systems, alarms, and security management software.
- Demonstrated ability to lead, motivate, and support a team to achieve operational objectives.
- Ability to remain calm, exercise sound judgement, and demonstrate restraint when managing difficult, aggressive, or high-pressure situations.
- Well-developed problem-solving, organisational, and decision-making skills.
- Excellent verbal communication, interpersonal, and conflict resolution skills.
- Strong customer service skills with the ability to communicate effectively with patients, visitors, staff, contractors, and external agencies.
- Well-developed written communication skills, including the ability to prepare accurate reports and incident documentation.
- Demonstrated ability to work both independently with minimal supervision and collaboratively within a multidisciplinary team.
- Demonstrated initiative and a commitment to identifying opportunities for continuous improvement.
- Intermediate computer skills, including proficiency in Microsoft Office applications (Word, Outlook and Excel) and security-related electronic reporting and database systems.
- Demonstrated reliability, professionalism, and commitment to the Austin Health values.

Desirable but not essential:

- Previous experience working in a healthcare or hospital security environment.
- Certificate III in Security Operations.
- Previous supervisory or team leadership experience within a security environment.



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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.

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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