

Austin Health Position Description



Position Title: Security Operations Team Leader

Classification:	HS3
Business Unit/ Department:	Security Services
Work location:	Austin Health [<input type="checkbox"/>] Heidelberg Repatriation [<input type="checkbox"/>] Royal Talbot [<input type="checkbox"/>] Other [<input checked="" type="checkbox"/>] (All Austin Health sites)
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:	38
Reports to:	Security Services Manager
Direct Reports:	5
Financial management:	Budget: %
Date:	18 October 2024

About Austin Health

Austin Health is recognised for high-quality, person-centred care. We're renowned for our specialist work in cancer, transplantation, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

We're the largest Victorian provider of training for specialist physicians and surgeons, and internationally recognised as a centre of excellence in hospital-based research.

Our services are delivered to patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with

dignity, respect, and fairness.

Position Purpose

To oversee the Security Shift Leaders and security operations, training requirements as well as ensure systems and process are up to date. Reporting to the Security Manager and leading the shift leaders, the incumbent will fulfil a key role in the Security Services Department.

Other priorities include a focus on employee engagement and development, process improvement, quality and risk management.

About Security Services

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

Purpose and Accountabilities

Role Specific:

- Responsible for the day-to-day supervision of the shift leaders
- Provide leadership, direction, support and advice to Security Officers and to ensure they deliver efficient, timely and customer-focused security service.
- Liaise with Administrative Support to ensure all Security Administration is submitted and updated
- Maintain rostering requirements, with a cost-effective approach across all three sites, ensuring fortnightly timecards are update and approved
- Coordinate the replacement of new and existing CCTV
- Lead employee development and engagement discussions, ensuring skills are meeting position requirements and in line with necessary changes.
- Conducting regular performance meetings and PRD reviews with direct reports including shift leaders and security officers
- Support the coordination of emergency incident response activities including incident investigations and participating in debriefs
- Identify opportunities to optimise service delivery and internal processes including CCTV and Access control systems
- Represent the Security Services Department on internal and external committees

- Ensure ongoing review and updating of policies and procedures
- Appropriately manage any escalations

All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time.
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality & 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 centred care.
- Comply with requirements of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

People Management Roles:

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements

Selection Criteria

Essential Knowledge and skills:

- Leadership skills and team building ability
- Ability to identify areas for improvement and work collaboratively with others
- Demonstrated experience in security operations including CCTV and control systems
- Experience in developing, delivering or coordinating training.
- Proven experience in identifying and managing risks.
- Excellent interpersonal skills and high level of oral and written communication.
- Excellent CCTV and control (SIPAS and Cardex) skills and experience.
- Ability to prioritise business requirements and manage stakeholder expectations
- Intermediate computer literacy across a range of relevant software packages and information management systems such as Microsoft Office suite
- Hold a current Victorian Working with Children check.
- Hold a current Security Certificate II - Unarmed category.
- Hold a current Security and Crowd Control Licence.
- Hold a valid driver's license at all times.

Desirable but not essential:

- Healthcare experience.
- Certificate IV in Training and Assessment

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

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#)

Document Review Agreement

Manager Signature	
Employee Signature	
Date	

People Management Role-Direct Reports

