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 ☒ **(ALL SITES)**
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2025-2027
	Choose an item.
	Choose an item.
Employment type:	Full-Time or Part-time
Hours per week:	Up to 40 / week (38 + ADO)
Reports to:	Security Manager
Direct reports:	NIL
Financial management:	Nil Budget
Date:	November 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 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 the Directorate/Division/Department

The Security Services Department, within the Information and Services Directorate services 3 sites and the Mercy Hospital for Women.

The Security Department is an in-house service and operates 24/7 across all three sites.

Position responsibilities

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-hours 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 Phone.
- 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.
- Hold a current level II First Aid Certificate.

Desirable but not essential:

- Experience in Health.
- Certificate III in Security Operations.
- Experience in Building and Engineering Information Management Systems.

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.