

POSITION STATEMENT

Position Title: Team Leader – Security

Campus: Ballarat

Directorate: People, Safety & Engagement

Department: Security

Reporting to:

- **Direct:** Security Manager
- **Indirect:** Director – Health, Safety & Wellbeing

Direct Reports: Security Team - Ballarat

Appointment Terms/Conditions:

Classification and Code: Security Officer Grade 3 (GF24) + in charge allowance (10%)

Award Coverage: Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Values				
Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and	All people deserve to be treated with compassion,	Openness, honesty and transparency support us to be courageous, take responsibility for our	Our actions and words reflect our commitment to a	Every day, we apply expertise and integrity to make responsible choices, always striving for

deliver the best outcomes possible.	kindness and empathy.	actions and follow through on our commitments	safe and fair health service for all.	continuous improvement.
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POSITION PURPOSE

The Security Team Leader is responsible for the day-to-day leadership and coordination of security services within the healthcare environment. The role supports the delivery of safe, effective and responsive security operations that protect patients, staff, visitors, contractors and facilities.

The position provides operational leadership and supervision to the security team, coordinates daily service delivery, leads incident and emergency responses when on duty, and ensures compliance with organisational policies and regulatory requirements. The Security Team Leader works closely with, and under the direction of, the Security Manager, who provides oversight, escalation support and management guidance.

KEY ACCOUNTABILITIES

Leadership and Team Supervision

- Lead, coordinate and supervise the day-to-day operational activities of the security team.
- Provide first-line supervision, including shift coordination, rostering input and allocation of duties.
- Support recruitment and onboarding activities for security staff, in consultation with the Security Manager.
- Conduct performance development discussions and provide ongoing coaching, feedback and operational guidance.
- Coordinate mandatory training and competency requirements for security staff, including Crisis Prevention Institute (CPI) Safety Interventions training.
- In consultation with the Security Manager, assist in addressing matters relating to staff conduct, performance concerns and workplace behaviour.
- Monitor and ensure staff maintain required licences, qualifications, screening checks and compliance-based requirements.
- Coordinate and supervise the work of external security contractors when engaged. Security Operations
- Communicate and reinforce updates to procedures, emerging risks and operational expectations, ensuring staff understanding and compliance.

Security Operations

- Oversee the daily delivery of security services, with managerial support provided by the Security Manager.
- Coordinate and respond to security incidents, emergency codes and alarms.
- When on duty, lead the operational management of aggressive, violent or high-risk situations involving patients, visitors or others.
- Coordinate security escort services and response requirements.
- Support searches for missing or absconding patients in accordance with procedures.
- Monitor and coordinate routine building and grounds patrols.
- Conduct safety inspections, patrols and basic security audits.

- Implement and monitor ad hoc lockdowns and access control measures as required.
- Ensure continuity and consistency of daily security operations.

Technical and Systems Oversight

- Oversee the day-to-day monitoring and use of security systems, including CCTV, alarms and access control systems.
- Identify faults, risks or operational issues with security infrastructure and escalate as required.
- Support regular reviews and audits of security equipment and systems.
- Ensure accurate data entry and reporting within security incident management systems.

Risk Management, Compliance and Governance

- Support the development, implementation and adherence to security policies, procedures and protocols.
- Identify, manage and escalate risks that impact safety and service delivery.
- Undertake security risk assessments and contribute information to quality and risk systems.
- Gather information and prepare reports for incidents and investigations, including recommendations where appropriate.
- Participate in quality improvement initiatives related to security operations.
- Ensure compliance with occupational health and safety legislation and organisational standards.
- Promote safe work practices and contribute to a positive safety culture.
- Maintain confidentiality and privacy in all security-related activities.

Stakeholder Liaison and Advisory Support

- Liaise with internal departments regarding operational security matters.
- Provide practical security advice and guidance to staff and management.
- Maintain effective working relationships with external agencies, including Police and emergency services.
- Communicate professionally and effectively with patients, visitors, contractors and other stakeholders.

Emergency Management and Safety

- Participate in emergency management planning and response activities.
- Support emergency exercises, drills and preparedness activities.
- Lead security response actions when on duty during emergency situations.
- Ensure a safe working environment for staff under supervision.
- Promote a culture of safety, accountability and continuous improvement within the security team.

Administration and Service Support

- Maintain accurate operational records and security documentation.
- Address team member operational concerns and escalate issues appropriately to the Security Manager.
- Contribute operational insights to service planning and performance monitoring.
- Undertake administrative duties relevant to the effective delivery of security services.

KEY SELECTION CRITERIA

Essential:

- Demonstrated leadership and supervisory experience in security or other relevant operational environment.
- Current security licence or willingness to obtain.
- Willingness to attend specialised training in order to be competent in delivering relevant staff training
- Strong conflict resolution and incident management capability.
- Highly developed communication and interpersonal skills.
- Strong problem-solving and organisational skills.
- Ability to manage aggressive or challenging behaviours safely.
- Understanding of occupational health and safety requirements.
- Ability to work independently and respond to urgent matters when required.

Desirable Selection Criteria

- Experience in healthcare or hospital security environments.
- Previous Security, Defence or Police experience.
- Experience managing teams in complex or high-risk environments.
- Knowledge of security systems including CCTV, alarms and access control.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary a NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.