

Position Title: Security Officer
Campus: Ballarat
Directorate: People & Culture
Department: Security
Reporting to: Deputy Security Manager
Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Security Officer Grade 2 (GF23)
Enterprise Agreement: Victorian Public Health Sector (Health & Allied Services, Managers & Administrative Workers) Single Enterprise Agreement.

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.

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

POSITION PURPOSE

The Security Officer's role is pivotal in the provision of a safe and secure environment for staff, patients, visitors and other members of the public at Ballarat Health services.

Primarily, this role ensures the security of buildings, facilities and equipment at Ballarat Health Services, while promoting an awareness of security.

The successful applicant will be trained across all areas of Security operations at BHS including but not limited to: Shift allocations at Base and QEC sites, AAU rostered, Access Control, ED overnight, Patient watch and any other shift as directed by the Security Manager or Deputy Security Manager.

KEY ACCOUNTABILITIES

- Work in a range of security roles across BHS locations as determined by the roster.
- Physically patrol, internally and externally, all Ballarat Health services buildings and grounds throughout shifts on an irregular basis.
- Maintain an accurate and comprehensive written log of all incidents and security breaches.
- Investigate suspicious circumstances immediately and report appropriately and swiftly.
- Respond immediately to any incidents (***Violence and Aggression Codes***), assess situation and take appropriate action.
- Provide safe and secure transportation of patients throughout the Health Service as required, including after hours as directed.
- Processing and production of Staff Identification cards and allocation of authorised provisions of access.
- Monitoring and responding to access control alarms.
- Perform environmental duties as required as part of the QEC rostered function.
- Relocate deceased persons from ward areas as directed, including external deliveries and undertaking associated paperwork.
- Admit Police Officers and/or relatives to the Mortuary for viewing deceased persons.
- Undertake complete locking and unlocking procedures, both internal and external. As per SOP's.
- Record and report all faults found in Ballarat health service equipment and property via Vhims.
- Surveillance of all Ballarat Health Service carparks and escort of staff and visitors as required.
- Assist with provision of patient restraint as required.
- Promote staff awareness of the requirement to report suspicious persons or circumstances.
- Assist with emergency situations as required
- Supply / change gas cylinders as directed.
- Action any reasonable request from the Security Manager, Deputy Security Manager, Patient Flow Co-Ordinator (PFC), After Hours Co-Ordinator (AHC – QEC) or any member of the Executive Team.
- Compliance with all BHS Policies and Procedures.
- Compliance with the Security Standard Operating Procedure Manual (SOP's).
- Monitoring of CCTV systems including regular checks and revision of recorded footage.
- Adherence to infection control policies and procedures as identified in the Ballarat Health Services Infection Control Manuals.
- Perform other duties as determined by the shift leader or security management team.

KEY SELECTION CRITERIA

Qualifications

- Certificate II – Security & Crowd Control
- Current Security Guard Licence
- Current employee Working with Children Check
- National Police Certificate (to be renewed every three years)

Technical/Professional Knowledge and Skills

- Minimum of two years' experience in security environment, preferably within the public health sector.
- Experience with a variety of administrative tasks and computer skills
- Well-developed written and oral communication skills
- Sound interpersonal skills, including;
 - The ability to foster proactive relationships
 - Be a team player
 - Co-operative work styles
- A commitment to learning and development

Work Environment

- Ability to identify safety and security risks and highlight these using the appropriate processes in place.
- Knowledge of and experience with the range of applications associated with the Microsoft suite, Security Access Control and CCTV software products.

Personal attributes

- Well-developed computer skills
- Well-developed written and verbal communication skills
- Demonstrated well developed interpersonal and negotiating skills
- Ability to work effectively in a team environment
- Demonstrated ability to work unsupervised
- Demonstrated ability to make swift decisions appropriately
- Ability to perform physical work

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 an 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.