



HSS REGISTERED

Security Officer - Casual
Health Salaried Officers Agreement: Level G4
Position Numbers: 103716
Security Services / Corporate Services and Contract Management
Royal Perth Hospital / East Metropolitan Health Service

Reporting Relationships

Area Security Manager
 Award Level: HSO Level G9
 Position Number: 602772



Security Supervisor
 Award Level: HSO Level G6
 Position Number: 603222



This Position



Directly reporting to this position:

Title	Classification	FTE
• Nil		

← Also reporting to this supervisor:

- Security Officer, HSO G4, 25.00FTE
- Car Parking Coordinator; HSO G3, 1.00FTE
- Patient Trust Officer; HSO G3, 1.00FTE

Key Responsibilities
 Provides a security service for staff, patients, visitors, premises and property at Royal Perth Hospital.

Brief Summary of Duties (in order of importance)

1. Security Services

- 1.1 Ensures a safe and secure environment for staff, patients and visitors at EMHS Hospital sites.
- 1.2 Carries out active surveillance to prevent breaches of the law and or creation of hazards for patients, staff and visitors.
- 1.3 Investigates incidents and prepares reports relating to breaches of site security.
- 1.4 Maintains a daily log of incidents and duties undertaken.
- 1.5 Liaises and interacts with hospital personnel, police and other external agencies regarding Security matters and to attend court if required.
- 1.6 Avails themselves to work across EMHS Hospital sites when required.
- 1.7 Liaises with Department of Corrective Services, Government appointed contractors and other Health Services as required to facilitate prisoner movement whilst on site.
- 1.8 Control security matters in the event of duress alarms, intruder alarms, fire alarms, attempted break-ins, aggressive incidents and other emergency situations.
- 1.9 Assists with the restraining of patients when requested by medical and / or nursing staff.
- 1.10 Coordinates security and fire safety aspects of helicopter arrival and departure (where applicable).
- 1.11 Issues parking infringements/warnings and liaises with MAPD or relevant local Government authority when necessary and attend court if required.
- 1.12 Provides after-hours access to departments for authorised persons.
- 1.13 Provides a security escort service for patients, staff and visitors as required.
- 1.14 Provides appropriate prompt response to phone calls, base radio, system alarms and/or screen-based digital images detected by surveillance cameras, with follow up action as necessary including alerting relevant personnel in event of potentially serious incidents or emergencies.
- 1.15 Monitors and operates CCTV cameras, DVM, base radio, phones and alarm systems. To observe, track, record, download and provide information as and when necessary.
- 1.16 Issuing of keys to various function/meeting venues throughout the hospital (where applicable).
- 1.17 Security and management of Patients Trust and Property (where applicable).

2. EMHS Governance, Safety and Quality Requirements

- 2.1 Participates in the maintenance of a safe work environment.
- 2.2 Participates in an annual performance development review.
- 2.3 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 2.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 2.5 Performs duties in accordance with Government, WA Health, East Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 2.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

3. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Certificate II in Security Operations or at least two years' experience in security or related field and demonstrate experience in the conduct of security operations.
2. Demonstrated, verbal and non-verbal communication skills, including active listening, conflict resolution, empathy and de-escalation techniques in stressful situations.
3. Effective written communication skills including the ability to produce well-structured and comprehensive reports.
4. Demonstrated experience in the use of personal computer software applications, including word processing.
5. Demonstrated ability to work with a minimum of supervision, within a team environment.
6. Demonstrated experience in dealing with people from a culturally diverse background including people with disabilities.

Desirable Selection Criteria

1. Current Senior First Aid Certificate.
2. Knowledge of legal procedures relevant to the security service being provided.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Working With Children (WWC) Check, compulsory check for people who carry out child-related work in Western Australia.
- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Jeremy Coulson		153007	13/09/2016
Manager / Supervisor Name	Signature or	HE Number	Date

Dept. / Division Head Name	Signature or	HE Number	Date

As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Occupant Name	Signature or	HE Number	Date
Effective Date			

HSS Registration Details (to be completed by HSS)

Created on	Last Updated on	November 2018
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