



HSS REGISTERED

Security Officer
Health Salaried Officers Agreement: Level G4
Position Numbers: 103717
Security Services / Royal Perth Hospital
Corporate Services & Contract Management
East Metropolitan Health Service

Reporting Relationships

Area Security Manager
 HSO Level G9
 Position Number: 602772



Security Supervisor
 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 Level G4, 19.00FTE

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

EMHS Vision and Values

Our Vision

***Healthy people, amazing care.
Koorda moort, moorditj kwabadak.***

Healthy people refers to the commitment we have as an organisation to ensure our staff, patients and the wider community have access to comprehensive healthcare services, in order to maintain healthy lives.

Amazing care reflects the sentiment of those consumers accessing our healthcare services from feedback provided to us. This common statement resonates with the health service, and reflects our intentions in our practice and work every day.

As a health service which celebrates diversity of culture and languages, it is also important that our vision is shared in the Noongar language.

Our Values

Our Values reflect the qualities that we demonstrate to each other and our community every day. Our staff make a difference every day to the patients, families and consumers they provide care, advice and support to. The EMHS values capture the shared responsibility that we uphold as most important, which are:

- **Kindness** – kindness is represented in the support that we give to one another. This is how we demonstrate genuine care and compassion to each and every person.
- **Excellence** – excellence is the result of always striving to do better. This is represented by constant improvements to the way in which we deliver our services, which results in a high performing health service.
- **Respect** – we demonstrate respect through our actions and behaviours. By showing each other respect, in turn we earn respect.
- **Integrity** – integrity is doing the right thing, knowing it is what we do when people aren't looking that is a true reflection of who we are.
- **Collaboration** – collaboration represents working together in partnership to achieve sustainable health care outcomes for our community with a shared understanding of our priorities.

Accountability – together we have a shared responsibility for ensuring the best health care outcomes for our community. This is a reminder that it is not only our actions, but also the actions we do not do, for which we are accountable.



Royal Perth Hospital staff share a strong sense of pride in the longstanding principles of Servio, Latin for 'to serve' which adorns our historic crest. The principles of this statement, adopted in 1937 bear testimony to the longstanding tradition of excellence in service that we strive to perpetuate into the future.

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 Actively participates in the Peak Performance program.
- 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 Adheres to the performance framework for procurement and contract management and oversees and promotes to other staff this process and function in accordance with EMHS Policy and the Delegations and Authorisations Schedule.
- 2.5 Completes mandatory training (including safety and quality training) as relevant to role.
- 2.6 Performs duties in accordance with the EMHS Vision and Values, WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act and Government, WA Health, EMHS and Departmental / Program specific policies and procedures.

3. Undertakes other duties as directed.

Work Related Requirements

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the EMHS Values.

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	19/06/2019
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	September 2016	Last Updated on	July 2019
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