



HSS Registered

Security Operations Manager

Health Salaried Officers Agreement: Level G-8

Position Number: 008345

**Procurement, Infrastructure and Contract Management – Security Department
North Metropolitan Health Service**

Reporting Relationships

Executive Director Procurement, Infrastructure and
Contract Management
HES Grade C – Corporate
Position Number: 007997



Area Manager Security
HSO Level: G9
Position Number: 001070



This Position



Also reporting to this supervisor:

- Training and Quality Officer, HSO G, 1.0 FTE (proposed)
- Administration Team Leader, HSO G, 1.0 FTE (proposed)

Directly reporting to this position:

Title	Classification	FTE
Security Team Leader	G6 (proposed)	2.0
Surveillance and Access Team Leader	G5 (proposed)	1.0
Security Systems Administrator	G5 (proposed)	1.0

Other positions under control

- Security Officers
- Surveillance and Access Officers (proposed)

Prime Function / Key Responsibilities

Manages the day to day operations of the North Metropolitan Health Service (NMHS) Security Department to ensure delivery of a quality service in accordance with relevant legislative and regulatory requirements. Provides high level technical expertise to stakeholders including the NMHS Executive, in the areas of security risk assessment and management, crime prevention, environmental design and security investigation. Contributes to the development and review of NMHS Security policies, procedures and operational guidelines; facilitates and monitors implementation at the operational level to ensure required outcomes are achieved.

Brief Summary of Duties

1. Leadership and Operational Management

- 1.1 Manages the day to day operations of the NMHS Security Department to ensure delivery of a quality service to all health service customers, on a 24 hour a day, 7 day a week basis.
- 1.2 Provides direct line management supervision to the Team Leaders, ensuring operations comply with applicable legislative, regulatory, and administrative reporting requirements.
- 1.3 Guides, coaches and develops staff through clear performance standards, delivering constructive feedback and dealing promptly with unsatisfactory performance.
- 1.4 Provides high level technical expertise to stakeholders including the NMHS Executive, in the areas of security risk assessment and management, crime prevention, environmental design and security investigation.
- 1.5 In collaboration with the Area Manager Security, HR, and OSH, leads and directs reform initiatives to improve staff professional conduct and performance outcomes.
- 1.6 Develops effective working relationships with stakeholders, including WA Police and the Department of Fire and Emergency Services; represents the NMHS Security Department internally and externally on committees, working parties and project teams as required.
- 1.7 Oversees and coordinates security rosters across NMHS to ensure appropriate frontline security coverage across sites.
- 1.8 Oversees recruitment and selection processes for the NMHS Security Department ensuring processes are undertaken in accordance with applicable human resource principles.
- 1.9 Applies continuous quality improvement principles in systematically evaluating and meeting customer needs.
- 1.10 Participates in after hours on call rosters as required.

2. Policy and Projects

- 2.1 Contributes to the development and review of NMHS Security policies, procedures and operational guidelines; facilitates and monitors implementation at the operational level to ensure required outcomes are achieved.
- 2.2 Develops business cases, project plans, implementation strategies, tools, processes and systems for the management of NMHS Security Department reform projects as required.

3. Analysis and Reporting

- 3.1 Analyses incidents and trends to prepare reports and statistics; maintains an expert awareness of key reform initiatives and innovations in security management.
- 3.2 Oversees the NMHS security incident reporting system, to ensure data integrity is maintained.
- 3.3 Manages and coordinates reporting of key performance indicators.

4. NMHS Governance, Safety and Quality Requirements

- 4.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 4.2 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 4.3 Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 4.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 4.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 4.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

5. Undertakes other duties as directed.

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Work Related Requirements

Essential Selection Criteria

1. Substantial experience in the management of staff within a complex multi-disciplinary service environment, with demonstrated ability to successfully facilitate change.
2. Significant experience in security risk assessment and implementation of security risk management principles.
3. Excellent conflict resolution and management skills, including the ability to manage difficult and aggressive situations.
4. Well-developed verbal and written communication skills with the ability to liaise, consult, and negotiate effectively with a range of stakeholders from differing backgrounds.
5. Excellent conceptual, analytical and problem solving skills with a high level of initiative and the ability to develop innovative solutions to a range of issues.
6. Current "C" or "C.A." class driver's licence.
7. Current knowledge of legislative and regulatory requirements in the areas of Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on service delivery.

Desirable Selection Criteria

1. A tertiary qualification in a relevant field would be highly regarded.
2. Previous relevant security experience within a hospital / healthcare environment.
3. Experience in the review, development and implementation of policies and procedures.

Appointment Prerequisites

Appointment is subject to:

- Evidence of current "C" or "C.A." class driver's licence.
- 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.

Manager/Supervisor

Name:

Signature/HE:

Date:

Dept./Division Head

Name:

Signature:

Date:

Position Occupant

Name:

Signature:

Date: