



North Metropolitan Health Service Job Description Form

HSS REGISTERED

Security Quality and Training Officer
Health Salaried Officers Agreement: HSO Level G6
Position Number: 008426
Security / Procurement, Infrastructure and Contract Management
North Metropolitan Health Service

Reporting Relationships

Executive Director Procurement,
 Infrastructure & Contract Management
 HSO – Health Executive
 Position Number: 007997



Area Manager Security
 HSO Level G9
 Position Number: 001070



This Position



← Also reporting to this supervisor:

- Security Administration Team Leader
- Security Operations Manager

Directly reporting to this position:			Other positions under control
Title	Classification	FTE	<ul style="list-style-type: none"> • Nil
<ul style="list-style-type: none"> • Nil 			

Prime Function / Key Responsibilities
 Organises and implements quality and continuous improvement activities/ principles within the North Metropolitan Health Service (NMHS) Security department to meet departmental and stakeholder needs. Undertakes quality and training functions in accordance with relevant legislation, policy, procedures and Australian Standards. Designs, implements, evaluate and tracks departmental security training.

Brief Summary of Duties (in order of importance)

1. Quality

- 1.1. Reviews compliance of the NMHS Security Department with legislative, accreditation and procedural requirements.
- 1.2. Responsible for designing and/ or identifying and implementing a departmental Quality System.
- 1.3. Manages and controls the Quality System.
- 1.4. Evaluates, maintains and improves components of the Quality System in conjunction with the Area Manager Security and the Corporate Security Team.
- 1.5. Applies continuous quality improvement principles in systematically evaluating and meeting customer needs.
- 1.6. Assists in identifying, reviewing and entering security risks within the Enterprise Risk Management System and developing security plans.
- 1.7. Implements, participates in and manages a comprehensive schedule of internal audits in accordance with management objectives and accreditation requirements. Arranging corrective action to ensure compliance as required.
- 1.8. Ensures maintenance storage and records of identified security equipment complies with relevant standards and departmental policy and undertakes audits to report and prevent loss.
- 1.9. Facilitates Root Cause Analysis after each major incident with the Security Services to identify lessons learned.
- 1.10. Provides input into Security departmental policies and protocols from the Quality perspective.
- 1.11. Acts as a resource person in regard to security related quality activities and issues.
- 1.12. Ensures policy and procedure manuals are contemporary and are reviewed within specified timeframes.

2. Training and Education

- 2.1. Identifies departmental training needs and workforce development needs of the service.
- 2.2. Develops and delivers required training packages.
- 2.3. Coordinate and evaluate training and development strategies.
- 2.4. Assists in the development of and maintains an education and training schedule and plan for the security service.
- 2.5. Tracks departmental training delivery to ensure all personnel remain compliant with organisational and departmental training requirements.
- 2.6. Facilitates the delivery of ad-hoc and/ or customised education and training within the department and across NMHS.
- 2.7. Provides support services to maintain information on best practice models and training opportunities that align with the skills requirements of the department.
- 2.8. Maintains a contemporary awareness of training and development issues and trends.
- 2.9. Compiles reports and statistical data from corporate systems as required.
- 2.10. Identifies and liaises with external training consultants to provide appropriate training programs and evaluate outcomes.

3. General

- 3.1. Assists in investigations relating to human resources and industrial relations issues.
- 3.2. Maintains record-keeping and reporting systems for related activities.
- 3.3. Assists in planning and review of the service to achieve departmental objectives and best practice.
- 3.4. Assists in recruitment and performance management of staff as required.

- 3.5. Collaborate with stakeholders including NMHS Safety, Quality and Governance Division and Learning and Development to ensure consistency with NMHS governance processes.

4. NMHS Governance, Safety and Quality Requirements

- 4.1. Participates in the maintenance of a safe work environment.
- 4.2. Participates in an annual performance development review.
- 4.3. Completes mandatory training (including safety and quality training) as relevant to role.
- 4.4. Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 4.5. 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.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated experience in the maintenance of a quality system and in the application of continuous quality improvement principles and practices.
2. Demonstrated experience in the development, implementation, facilitation and evaluation of education and training interventions in an operational setting, using contemporary training and development strategies.
3. Demonstrated computer literacy with experience using 'Windows' based software applications, and application of these to computer and web based training programs.
4. Knowledge and experience in auditing against legislation, policy and procedures.
5. Knowledge of security risk assessment and implementation of security risk management principles.
6. Well-developed analytical, problem solving and organisational skills.
7. Excellent interpersonal, written and verbal communications skills including the ability to consult effectively with clients and staff of all levels.

Desirable Selection Criteria

1. Certificate IV in Training and Assessing.
2. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- 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: Adrian Beard
Signature/HE: 175829
Date:

Dept./Division Head

Name:
Signature/HE:
Date:

Position Occupant

Name:
Signature/HE:
Date: