



North Metropolitan Health Service
Job Description Form

HSS REGISTERED

Security Officer

Health Salaried Officers Agreement; G-4

Position Number: 008084

**Area Security Services | Procurement, Infrastructure and Contract Management
 North Metropolitan Health Service**

Reporting Relationships

Security Operations Manager
 HSO Level G8
 Position Number: 008345



Security Team Leader
 HSO Level G6
 Position Number: 008430



This Position



Also reporting to this supervisor:

- Security Officers

Directly reporting to this position:

Title	Classification	FTE
• Nil		

Other positions under control

- Nil

Prime Function / Key Responsibilities

Provides a security service for staff, patients, visitors, premises and property at North Metropolitan healthcare sites, including Emergency Departments, Forensic Mental Health areas, hospitals and other public open areas. Undertakes patrols and responds to suspicious activity or irregularities, requests for assistance and duress activations. Investigates incidents and security breaches. Complies with any site specific security operational directives.

Brief Summary of Duties

1. Operational Duties

- 1.1 Responds to calls for assistance relating to violent, disorderly patients, visitors and staff, missing patients, and all emergency codes.
- 1.2 Patrols related healthcare sites to prevent and detect illegal activity and hazards for patients, visitors and staff.
- 1.3 Attend and deal with reasonable requests for assistance and duress activation.
- 1.4 Conducts security related investigations, including the interview of complainants, witnesses and persons of interest, and prepares reports as required.
- 1.5 Conducts building perimeter lock up and unlock procedures as required.
- 1.6 Compiles data relating to security matters, and enters daily activity into the Security Incident database.
- 1.7 Identifies risks and makes recommendations for a safer and more secure site.
- 1.8 Liaises with site related healthcare personnel, Police, Department of Justice, and other Government agency staff, and provides security escorts as required.
- 1.9 Compile emails and reports, and prepares documentation to be used as evidence when attending Court.
- 1.10 Undertakes Helicopter Landing Officer, and Helicopter Landing Assistant duties.

2. NMHS Governance, Safety and Quality Requirements

- 2.1 Participates in the maintaining of a safe work environment.
- 2.2 Participates in an annual performance development and 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 the role.
- 2.5 Performs duties in accordance with Government, WA Health, North 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 III in Security Operations or eligibility to obtain Certificate III in Security Operations.
2. Demonstrated conflict resolution skills and experience managing difficult and aggressive persons, to achieve positive outcomes.
3. Effective interpersonal, verbal and written communication skills including the ability to produce well-structured and comprehensive reports.
4. Demonstrated ability in the use of personal computer software applications, including word processing.
5. Demonstrated ability to work effectively and flexibly within a team environment, and with minimum supervision.
6. A demonstrated commitment to maintaining operational levels of skill, physical and mental fitness and functionality including fitness level as required to participate in annual security training and work in elevated areas such as the helipad.
7. Current “C” or “C.A.” class drivers licence.

Desirable Selection Criteria

1. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.
2. Demonstrated experience in dealing with people from a culturally diverse background including people with disabilities.
3. Knowledge of investigative, security and legal procedures relevant to the security service being provided.

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.
- Evidence of a current “C” or “C.A” class driver’s licence.

Certification

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

Manager/Supervisor

Dept./Division Head

Position Occupant

Name:
Signature/HE:
Date:

Name:
Signature:
Date:

Name:
Signature:
Date: