

Position Description

Employment Agreement:	DHBs/Etū Multi Employer Collective Agreement
Position Title:	Security Supervisor (Southland)
Service & Directorate:	Security Services
Location:	Southland
Reports to:	Service Manager - Security
DHB Delegation Level:	N/A
Number of direct reports:	5
Date:	February 2022

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
 We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<i>Looking after our people:</i> We respect and support each other. Our hospitality and kindness foster better care.	<i>Being sincere:</i> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<i>Best action:</i> We are thoughtful, bring a positive attitude and are always looking to do things better.	<i>As family:</i> We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population
 Promote the integration of health services across primary and secondary care services
 Seek the optimum arrangement for the most effective and efficient delivery of health services
 Promote effective care or support for those in need of personal health or disability support services
 Promote the inclusion and participation in society and the independence of people with disabilities
 Reduce health disparities by improving health outcomes for Māori and other population groups
 Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
 Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE	
1.	To provide a safe working environment for all staff, patients and visitors, protect property and the interests of Southern DHB.
2.	To provide leadership within the security team structure, promote team cohesion and provide mentoring for new security officers
3.	To act as a liaison between security services and the wider organisation, connect with external agencies and the public as required
4.	Actively address any work performance issues where appropriate and escalate as required

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Role Specific Competencies	
Process Management	Good at figuring out the processes necessary to get things done; knows how to organise people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
Decision Quality	Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
Informing	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organisation; provides individuals information so that they can make accurate decisions; is timely with information.
Building Effective Teams	Blends people into teams when needed; creates strong morale and spirit in his/her team; shares wins and successes; fosters open dialogue; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team
Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
Managing and Measuring Work	Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> Southern DHB management, staff and patients 	<ul style="list-style-type: none"> Contractors
<ul style="list-style-type: none"> Service Manager – Security 	<ul style="list-style-type: none"> Visitors
<ul style="list-style-type: none"> Security Supervisor (Otago) 	<ul style="list-style-type: none"> New Zealand Police
<ul style="list-style-type: none"> Healthcare Security Officers (Southland) 	<ul style="list-style-type: none"> New Zealand Fire Service
<ul style="list-style-type: none"> Security Administrators 	<ul style="list-style-type: none"> Department of Corrections
<ul style="list-style-type: none"> General Manager Facilities and Property 	<ul style="list-style-type: none"> St John New Zealand
	<ul style="list-style-type: none"> Oranga Tamariki

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> National Certificate in Security Level 3 	<ul style="list-style-type: none"> National Certificate in Security Level 4
Experience	<ul style="list-style-type: none"> Minimum 3 years' experience as a hospital security officer Familiar with clinical processes and how security may assist with creating positive patient outcomes Experience with applying security policy/ procedure to meet legislative and organisational requirements Experience with working collaboratively with clinical teams and external agencies 	<ul style="list-style-type: none"> Sound working knowledge of all security duties covered at Southland Hospital Supervisor / Team Leader experience
Knowledge and Skills	<ul style="list-style-type: none"> Skills in training and motivating team members Able to communicate effectively with people at all levels Able to lead effectively, implement change (positive or negative) according to organisational requirements 	
Personal Qualities	<ul style="list-style-type: none"> Commitment and personal accountability Maintains confidentiality, shows sensitivity and integrity when communicating with others Actively models those behaviours that mirror the Southern DHB Values Forward thinker, courteous, self-motivated Sound leadership skills, with the ability to influence others through negotiation and persuasion 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Leadership	
<ul style="list-style-type: none"> • Provide leadership for the security team during their shift • Assist with coordination of security officers during their shift • Participate in leadership to foster a positive team culture of professionalism and a focus on service delivery 	<ul style="list-style-type: none"> • Be active and visible within the team, motivating and acknowledging good service • Rostered duties are completed appropriately and on time • Lead by example, acting as a positive motivating role model by ensuring tasks and duties are carried out professionally. • Relevant security policies and procedures are followed • Interpersonal issues are addressed in a timely fashion and are escalated appropriately
Training	
<ul style="list-style-type: none"> • Assist with training and mentoring new security officers as directed by the Security Service Manager • Actively support restraint training sessions and encourage team members to participate 	<ul style="list-style-type: none"> • Assist new staff with completing their orientation and competency training packages • Escalate any knowledge gaps or training issues appropriately
Rostered Duties	
<ul style="list-style-type: none"> • Able to competently work all rostered shifts as required 	<ul style="list-style-type: none"> • Works rosters and shifts prescribed by the Manager
Specific Duties	
<ul style="list-style-type: none"> • Carry the appropriate communications equipment while on duty. Operate these devices responsibly and report any faults • Maintain security of any keys that are required to perform shift tasks including issuing and securing department keys in the security office key press • Wear and carry all personal protective equipment (PPE) while on duty. Report any PPE items that need to be replaced or repaired as soon as practicable • Undertake briefing handover with the incoming Shift Leader 	<ul style="list-style-type: none"> • All security officers are properly equipped to perform their shift tasks and have checked that each item is in working order • All security officers receive handover and read the electronic logbook prior to starting their shift
Reporting	
<ul style="list-style-type: none"> • Update the electronic logbook with a record of shift tasks completed, notable events and potential safety risks • Utilise Safety1st to report restraint events, notable events and workplace injuries • Identification of interpersonal issues, work performance concerns and any other aspect of service delivery that requires investigation 	<ul style="list-style-type: none"> • All activity undertaken during a shift is recorded and escalated to the Service Manager – Security • All incidents are reported appropriately • Team morale is maintained, negative behaviours are addressed as they occur and escalated to the appropriate level
Quality, Health and Safety	
<ul style="list-style-type: none"> • Engages with the security team to ensure compliance with Health and Safety legislation • Uses Safety1st and other reporting tools to identify areas of risk • Uses security meetings to communicate measures to improve service delivery, celebrate positive outcomes 	<ul style="list-style-type: none"> • All security officers are aware of their responsibilities as set out in the Health and Safety at Work Act 2015 and Southern DHB policies/procedures • Team members are encouraged to voice their opinions at security meetings and follow meeting etiquette

and encourage other team members to share their feedback	<ul style="list-style-type: none"> Team members are able to use Safety1st to report incidents
Other Duties	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>Act as a role model for the Southern DHB Organisational Values.</p>	<ul style="list-style-type: none"> You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. You produce work that complies with SDHB processes and reflects best practice. Research undertaken is robust and well considered. Live and support the DHB values in everything you do.
Professional Development – self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> Training and development goals are identified/agreed with your manager. Performance objectives reviewed annually with your manager. You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures. You actively encourage and challenge your peers to work in a safe manner. Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi	
Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.	<ul style="list-style-type: none"> <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date

DRAFT