

Position Description

Employment Agreement:	DHBs/Etū Multi Employer Collective Agreement
Position Title:	Healthcare Security Officer (Otago)
Service & Directorate:	Facilities & Property Services
Location:	Dunedin & Wakari Hospitals
Reports to:	Otago Security Supervisor
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	April 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
To provide a safe work environment for all staff, patients and visitors, protecting property and the interests of the Southern DHB.

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	
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.
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.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> • Southern DHB staff, management and patients 	<ul style="list-style-type: none"> • Contractors
<ul style="list-style-type: none"> • Healthcare Security Officers 	<ul style="list-style-type: none"> • Visitors
<ul style="list-style-type: none"> • Security Administrators 	<ul style="list-style-type: none"> • New Zealand Police
<ul style="list-style-type: none"> • Security Supervisor 	<ul style="list-style-type: none"> • New Zealand Fire Service
<ul style="list-style-type: none"> • Service Manager - Security 	<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 A current NZ Drivers Licence
Experience	<ul style="list-style-type: none"> 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"> 3 years experience as a hospital security officer Familiar with clinical processes and how security may assist with creating positive patient outcomes
Knowledge and Skills	<ul style="list-style-type: none"> Demonstrate sound interpersonal and communication skills Excellent written, verbal and computer skills Read, write and speak English to a standard to understand instructions, both written and verbal, and to write clear incident reports Demonstrate excellent observation skills and be alert to detail and the unusual Have the ability to identify potential hazards, and be able to take appropriate action to prevent or reduce problems before they arise Acquire and utilise the necessary legislation relevant to working in security within a Hospital setting 	<ul style="list-style-type: none"> Basic computer skills Good working knowledge of the security protocols and Health & Safety procedures put in place Become familiar with and implement procedures once they have been introduced
Personal Qualities	<ul style="list-style-type: none"> Ability to work unsupervised as required and within a team environment Maintain a courteous and professional attitude at all times Able to act independently, be courteous, helpful, tactful and culturally sensitive, and can also be assertive when the situation demands. Always observe strict confidentiality with regard to any privacy issues that may arise while on site Ability to adapt and engage in new tasks related to security when necessary 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Training	
<ul style="list-style-type: none"> • Be restraint trained, participate in training sessions as directed and revalidate restraint and defensive tactics skills as prescribed by the Security Restraint Coordinator. • Attend internal training requirements, which are provided by the service. 	<ul style="list-style-type: none"> • Attend Safe Practice Effective Communication (SPEC) training and revalidate annually. • Undertake personal and physical restraint of patients, within approved protocols, as requested by Southern DHB staff. • Meet training requirements for the role. • Support and assist new staff during orientation to role
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"> • Respond to Fire Emergency calls. • Respond to security duress alarms and calls for urgent security assistance. • Escort staff, patients, money, valuables and medications as required. • Use monitoring and surveillance equipment in an appropriate way to assist with site security and safety. • Undertake regular patrols of the facility, to provide a deterrent to potential problems, and gather information, which may indicate where preventative measures could be implemented. 	<ul style="list-style-type: none"> • Attend incidents as required. • Regular prescribed patrols of Dunedin and Wakari sites according to the applicable shift schedule • Security has the expectation of being punctual and reliable. This is vital to providing our service
Reporting	
<ul style="list-style-type: none"> • File reports on all shift activity/tasks performed in the electronic logbook. • Report any issues related to security, safety or risk. • Any other irregularities in respect of Southern DHB property, vehicles, staff or visitors is reported appropriately. • Use Safety1st to report any restraint events attended, injuries sustained and any major issue that may require investigation. 	<ul style="list-style-type: none"> • Electronic logbook kept current and concise. • All events reported appropriately.
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	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager.

	<ul style="list-style-type: none"> • Performance objectives reviewed annually with your manager. • You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
<p>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.</p>	<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	
<p>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.</p>	<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:

.....
Employee

.....
Date

.....
Manager

.....
Date

DRAFT