

## JOB DESCRIPTION TEMPLATE

### JOB IDENTIFICATION L-GEN-SEC

#### 1.

Job Title: Security Officer  
Responsible to: Duty Supervisor  
Department(s): Portering  
Directorate: General Services  
Operating Division: LOGISTICS  
No of Job Holders:  
Last Update Jan 15

#### 2. JOB PURPOSE

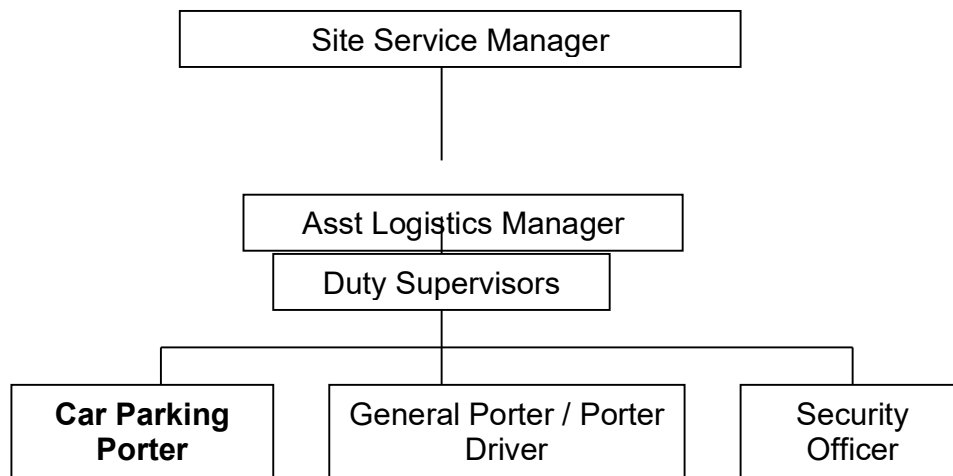
Responsible for providing a Security Service, that enables the effective and efficient delivery of services to the Division, and provides a safe working environment for staff, patients and visitors a like. Detect and prevent crime within the boundaries of the hospital.

#### 3. DIMENSIONS

To include:

- Staff 46.25wte Supervisors 5.5wte
- Work under Manager/Senior Supervisors and Duty Supervisors instructions
- Work in accordance Portering/ Security procedures and instructions
- Reporting to duty supervisor the requirement for additional supplies within the department.
- Reporting of faults/damage to duty supervisor
- Work regular rostered weekends and other unsocial hrs associated with the delivery of services

#### 4. ORGANISATIONAL POSITION



#### 5. ROLE OF DEPARTMENT

- The Portering and Security department operates a 24-hour messenger, security and car parking service to the NHS Lothian - West Lothian Healthcare Division. The provision encompassing a demand lead service generating both routine and non routine work i.e. meal trolleys/patient movement, waste management services, transportation of medical records, mail (including franking of external items). Blood and pharmacy products within the hospital. The department also receives & under takes requests for office decants
- Immediate alert responses relating to cardiac arrest, fire, car parking, and security incidents.
- Urgent responses to Medical gas & burglar alarms

#### 6. KEY RESULT AREAS

1. Provide immediate responses to incidents on Divisional premises (May involve visits to community and other sites) to protect staff, patients, visitors and property from acts of violence, aggression or vandalism.
2. Operate a full range monitors, CCTV in accordance with best practice. To monitor alarm systems, door access controls from the Security Control Room. Provide appropriate response on and occasionally off -site and operate radio communications equipment.
3. Maintain a written record of occurrences, which includes CCTV documentation, door access, alarm monitoring requirements, checking key safe and updating key register. Also incident report forms and police witness statements.
4. Liase with local police force as required, including submission of statements and collation of evidence, including CCTV evidence.
5. Prevent the loss of property and carry out preliminary investigations into the loss of property that belongs to the division, their staff, patients and visitors.
6. Record any faults and ensure these are reported in line with department policy.
7. Record all events relating to key issue and return updating key register as required.
8. Provide an agreed range of CCTV viewing services in accordance with the divisional policies
9. Under take regular checks on all doors during shift period

10. Rewind and change tapes on a nightly basis, as per instructions.
11. Undertake site patrols inside and out including all car parks during shift period.
12. Attending court at the request of the legal system for the purposes of providing evidence.

#### **7a. EQUIPMENT AND MACHINERY**

Trolleys, wheel chairs, sack barrows, electric tug, compactor, two way radios, computers and video recorders, medical gas cylinders, Automatic/roller doors, telephone, bleeps, two way radio's, divisional vehicles and keys

#### **7b. SYSTEMS**

ADT - Janis Security System, ADT - Panic Alarm System, ADT/baxall CCTV and Recording System, Nortech System & BC 200 Controls for car parking. Call logger Microsoft Access, bleep system, telephone system and two way radio system.

#### **8. ASSIGNMENT AND REVIEW OF WORK**

Assignment of work will be through the Portering & Allied Services Manager, Senior Supervisor, duty Supervisors and through other mediums such as two way radio, bleep or telephone

Review of work will be ongoing by Senior Supervisor or Supervisors and via Annual Appraisal.

#### **9. DECISIONS AND JUDGEMENTS**

- Assessing and reacting to violent and aggression situations, using appropriate methods to control them.
- Contacting the police or others for assistance
- Providing reports for inside and outside organisations.
- Recording and passing messages via two way radio
- Fault logging, security area doors and equipment
- Issuing of keys to secure area's
- Issuing temporary I.D. passes

## 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Working unsupervised for the most part of the shift
- Immediate responses to alert/developing situations/Major incidents
- Difficult customer/service users
- Violent and aggressive behaviour from patients, staff and relatives.
- Dealing with adult & infant cadavers
- Lack of clarity or communication by customer

## 11. COMMUNICATIONS AND RELATIONSHIPS

Daily via duty supervisor

Quarterly via staff partnership meetings

### Internal

- a) Staff/service users throughout the site.
- b) Patients/visitors
- c) Daily via duty supervisor
- d) Quarterly via staff partnership meetings

### External

- a) Visitors enquiring about site facilities
  - b) Police, Solicitors, court staff
- Daily via senior supervisor/manager
  - Monthly Supervisory Meetings

Quarterly via staff partnership meetings

## 12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

### Physical Skills:

Manipulating trolleys, wheelchairs, beds, driving and moving furniture, control violent and aggressive people

### Physical Demands:

Moving patients in trolleys, wheel chairs and beds, heavy furniture, stores for long periods, lifting gas cylinders, fluids for a substantial part of the shift. Control of aggressive patients over a long/sustained period

### Mental Demands:

Concentration when checking patient details, i.e. medical records, units of blood, interrupted to deal with emergencies. Writing of reports

**Emotional Demands**

Working in areas where patients are ill, transferring bodies to morgue, exposure to violent situations

**Working Conditions:**

Exposure to dirt, dust, smells, verbal aggression, occasional exposure to body fluids and exposure to physical aggression

**13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

- a) Whilst it would be an advantage for new members to have had previous experience in the security industry, it is not essential. All staff will be required to undertake pre and on the job training. All staff must successfully complete the training.
- b) Knowledge of the responsibilities of a Security officer.
- c) A sound knowledge of providing a Security service within a healthcare environment.
- d) Good knowledge of working within a control room.
- e) Good knowledge of CCTV operations.
- f) Good knowledge of door access control system operations.
- g) Good knowledge of Conflict resolution including the limitations on the use of force.
- h) Basic understanding of relevant law, particularly with regards to offences against the person, public order, theft, burglary, criminal damage, wilful fire raising and the Mental Health act 1983.
- i) Excellent verbal and non- verbal skills.
- j) Excellent customer care skills
- k) Good powers of observation and being able to understand and react correctly and quickly to incidents, remaining competent under pressure.
- l) To be physically fit and be able to understand and react correctly and quickly to incidents, remaining competent under pressure.
- m) Must be capable of writing accurate reports.
- n) To be competent in the use of all department equipment.
- o) To possess a Full and clean driving licence.
- p) To be able to complete all aspects of training in conflict resolution successfully.

**14. JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: