

NHS Grampian

Job Description

SECTION 1

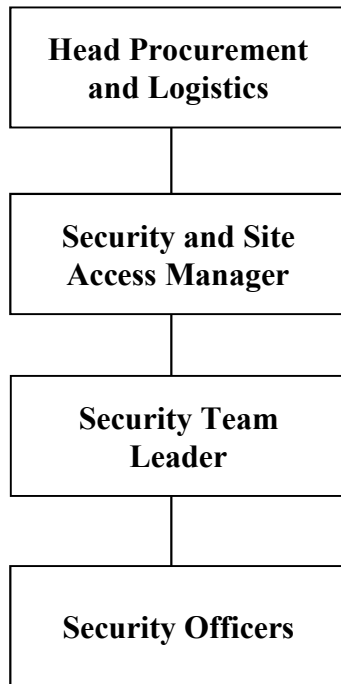
JOB IDENTIFICATION	
Job Title:	Security Officer
Department(s):	Facilities and Logistics
Location:	Aberdeen Royal Infirmary
Hours:	37.5 Hours per week
Grade:	Band 4
Salary:	£27,598 - £30,019 (pro rata) per annum
Contract:	Permanent
Job Reference:	LR164145

SECTION 2

Job Purpose - the reason why the post exists. This should be a **brief statement**. It should not list all the tasks.

To assist in the provision, and be part, of a security service available to all persons on hospital premises and sites. To ensure adequate security cover to maintain consistency of such a service. To respond to, undertake investigation of and bring to a satisfactory conclusion, all security incidents. To deal with and provide assistance to staff involved in incidents of violent and aggressive behaviour. To respond to requests for security advice from throughout the organisation so informing staff of their role in the prevention of breaches of security.

Organisational Chart (Please identify this post clearly in the structure – as a minimum show 2 levels above and 2 levels below (where relevant)).



1	<p>Communication and relationship skills</p> <p>Providing and receiving complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or cooperation is required or because there are barriers to understanding</p> <p><u>Communication skills will include;</u></p> <ul style="list-style-type: none"> • Face-to-face verbal communication with staff, patients, colleagues, visitors and contractors • Non-verbal communication in the use of appropriate body language when dealing particularly with violent and aggressive persons. • Providing and receiving confidential or sensitive information pertaining to security incidents or investigations which may be of a criminal nature. <p><u>Matters might relate to;</u></p> <ul style="list-style-type: none"> • Asking questions to establish the facts of any security incident. • Providing answers to patients regarding the actions that are being taken, e.g., when employing control and restraint techniques • Expressing opinions regarding incidents. • Giving statements to Police Officers. • Attending court to give evidence. <p><u>Managing barriers will include;</u></p> <ul style="list-style-type: none"> • Managing the style of communication for those with difficulties in understanding (e.g. deafness, speech difficulties, persons with poor understanding of the English language or a medical impairment, children and persons under the influence of alcohol or drugs)
2	<p>Knowledge, training and experience</p> <p>Understanding of a range of work procedures and practices, some of which are non-routine, which require a base level of theoretical knowledge. This is normally acquired through formal training or equivalent experience.</p> <ul style="list-style-type: none"> • Knowledge, experience NVQ Level 3/Standard Grade in a security related field. • Basic knowledge of criminal law. • Hold a current full driving licence. • Knowledge of computer systems and Data Protection legislation. • Experience in Microsoft packages. • Understanding of various software programmes including CCTV and door access systems.

3	<p>Analytical and judgemental skills</p> <p>Judgements involving facts or situation, some of which require analysis.</p> <ul style="list-style-type: none"> • Dealing with routine patient or staff issues where the post holder may be required to establish the facts of a situation and provide a suitable response. These may be face to face complaints in relation to security issues which can, at times be emotive. • The post holder may be required to diffuse situations and attempt to resolve them considering a range of options, but escalating them to the Security & Site Access Manager as necessary in the case of complex issues. • Resolves business or software problems encountered by users.
4	<p>Planning and organisational skills</p> <p>Planning and organising of straight forward tasks, activities or programmes some of which may be ongoing.</p> <ul style="list-style-type: none"> • Maintain an organised and structured workload. • Time management skills are necessary to ensure all services get the correct level of support. • Plan and organise own time. • Planning tasks and activities which may require adjustment due to variable workload and interruptions.
5	<p>Physical Skills.</p> <p>The post requires developed physical skills to fulfil duties where there is a specific requirement for speed or accuracy. The level of skill may be required for advanced or high speed driving or advanced keyboard skills.</p> <ul style="list-style-type: none"> • Occasional requirement to exert intense physical effort for several short periods during a shift. Run at speed in response to “747 Emergencies” throughout the site and then restrain violent individuals for varying lengths of time. (This can often stretch to periods in excess of 2 hours.) Can often be required to carry out such procedures alone due to insufficient, appropriately trained staff being available to assist. • There is a requirement for speed and accuracy when restraining a person to minimise the risk of injury to that person, other staff or the Postholder. • Postholder needs to be physically fit, trained to Level 3, Advanced Control and Restraint Techniques and to undergo regular refresher training. • Driving skills deployed in mobile patrols of the sites and car parks and keyboard skills used in managing the computerised access control systems are also necessary requirements as they are used frequently and for varying lengths of time throughout a shift.

6	<p>Responsibilities for patient/client care.</p> <p>Provides general non clinical advice, information, guidance or ancillary services directly to patients, clients, relatives or carers.</p> <ul style="list-style-type: none"> • The post holder will be the initial point of contact for queries from patients, relatives, carers and staff in relation to lost and found property enquiries. • Receive reports of missing patients and undertake searches of buildings and grounds. Advise nursing staff when need for involvement of police. • Dealing with agitated, confused, and worried patients and visitors who are violent and aggressive towards others. Their behaviour is often attributable to substance abuse or withdrawal, head injuries or psychiatric illnesses which can make their behaviour be extremely unpredictable. Verbal and non-verbal communication skills, patience and experience are used to successfully calm them in most situations. Sometimes, however, they pose a serious risk to the safety of others, and the Postholder is exposed to this potential danger by having to restrain the person until sedated or removed by police.
7	<p>Responsibilities for policy and service development implementation</p> <p>Implements policies for own work area and proposes changes to work practices or procedures for own work area.</p> <ul style="list-style-type: none"> • Make changes in own practice and offer suggestions for improving services.
8	<p>Responsibilities for financial and physical resources</p> <p>Regularly handles or processes cash, cheques, patient's valuables</p> <ul style="list-style-type: none"> • Handles monies and items received as lost and found property.
9	<p>Responsibilities for human resources</p> <p>Responsible for day-to-day supervision or coordination of staff within section of service.</p> <ul style="list-style-type: none"> • Demonstrates and provides support to administration duties to new starts.
10	<p>Responsibilities for information resources</p> <p>Responsible for data entry, text processing or storage of data compiled by others, utilising paper or computer based data entry systems</p> <ul style="list-style-type: none"> • Update information on various databases, including lost and found property, badge access, CCTV and ANPR systems. • Ensure systems and procedures fully comply with Data Protection legislation.
11	<p>Responsibilities for research and development</p> <p>Undertake surveys or audits, as necessary to own work.</p> <ul style="list-style-type: none"> • The postholder is expected to complete work related staff survey. • Works on audits as required as part of own work.

12	<p>Freedom to act</p> <p>Is guided by standard operating procedures (SOP's), good practice, established precedents and understands what results or standards are to be achieved. Someone is generally available for reference and work may be checked on a sample/random basis.</p> <ul style="list-style-type: none"> • Post holder works mainly without direct supervision, in line with NHS Grampian Policies • Support and guidance available, if required, from Security and Site Access Manager. • Required to prioritise own workload within constraints of daily routine following agreed procedures.
13	<p>Physical effort</p> <p>There is an occasional requirement to exert intense physical effort for several short periods during a shift.</p> <ul style="list-style-type: none"> • Run at speed in response to “747 Emergencies” throughout the site and then restrain violent individuals for varying lengths of time. (This can often stretch to periods in excess of 2 hours.) Can often be required to carry out such procedures alone due to insufficient, appropriately trained staff being available to assist. • Postholder needs to be physically fit, trained to Level 3, Advanced Control and Restraint Techniques and to undergo regular refresher training. • Driving skills deployed in mobile patrols of the sites and car parks and keyboard skills used in managing the computerised access control systems are also necessary requirements as they are used frequently and for varying lengths of time throughout a shift.
14	<p>Mental effort</p> <p>There is an occasional requirement for concentration where the work pattern is unpredictable.</p> <ul style="list-style-type: none"> • There are frequent interruptions mainly by phone and emergency bleep and ad hoc callers where you have to shift your thinking to give advice or support.
15	<p>Emotional effort</p> <p>Occasional exposure to highly distressing or highly emotional circumstances</p> <ul style="list-style-type: none"> • Dealing with people with severely challenging behaviour.
16	<p>Working conditions</p> <p>Occasional exposure to highly unpleasant working conditions</p> <ul style="list-style-type: none"> • Exposure to hazards within Accident & Emergency, High Dependency departments. • Requirement to undertake immediate restraint of patients where there are uncontained body fluids and/or foul linen.

NHS GRAMPIAN
PERSON SPECIFICATION



The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. Shortlisted candidates **MUST** possess all the essential components as detailed below.

POST/GRADE: Security Officer Band 4

LOCATION/HOSPITALS: Based at ARI, required to cover other sites as necessary.

WARD/DEPARTMENT: Facilities – Site Services.

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<p>HND in a security related field, or ability to demonstrate equivalent experience including <u>all</u> of the following:</p> <ul style="list-style-type: none"> - Good knowledge of security procedures and practices. - Basic knowledge of Scottish criminal law. - Experience of report writing and maintenance of records - Trained in the operation of various computerised systems including access control, intruder alarm and digital CCTV systems. - Trained in Advanced Control and Restraint Techniques. 	<p>Previous experience of working in a care environment, voluntary sector, community work or similar.</p>
Experience	<p>Experience of dealing with people in a range of challenging situations.</p> <p>Previous Security or Police experience.</p> <p>Experience of report writing and maintenance of records.</p> <p>Computer literate.</p>	<p>Experience of working within the NHS in a customer/client facing role.</p>

<p>Special Aptitude and Abilities</p>	<p>Have an ability to get on well with a variety of different groups of people.</p> <p>Have an ability to show firmness and take control in difficult or violent situations.</p> <p>Fully completed application which is clear and able to be understood.</p> <p>Demonstrable interpersonal communication and social skills.</p> <p>Knowledge and understanding of Equality & Diversity issues.</p> <p>Must be able to work with the minimum of supervision and possess the ability to make reasoned decisions using own initiative whilst adhering to established policies and procedures.</p>	
<p>Disposition</p>	<p>Possess excellent communication skills and good common sense.</p> <p>Be able to use initiative and have ability to solve problems.</p> <p>Enhanced communication and mediation skills.</p>	<p>Must appreciate the sensitivity of security within a hospital environment and the general openness of hospital premises.</p>
<p>Physical Requirements</p>	<p>Physically fit to fulfil the requirements of the post, including using control and restraint when dealing with Violent and Aggressive Situations.</p>	
<p>Particular Requirements of the Post</p>	<p>Hold a current full driving licence</p> <p>Ability to work shifts as part of a rota system.</p>	