

Job Description

Job Title	Security Officer
Department	Estates and Facilities
Division	Security
Band	3
Reporting To	Operations Controller/Security Manager
Job Reference	J562

▪ Role

To maintain a visible and effective presence to ensure the safety of hospital property and persons working or visiting the Trust Hospitals.

To perform Security duties allocated to the job holder, as competently and efficiently as possible.

To provide Physical Intervention techniques and procedures to de-escalate violence and aggression in order to protect staff and the public

▪ Key Responsibilities

- To perform various Security duties set out within the Daily Work Routines by the Security Operations Controllers / Head of Security to a high standard.
 - To provide Physical Intervention techniques and procedures to de-escalate violence and aggression in order to protect staff and public
- To use the equipment provided for duties correctly and competently ensuring health and safety is always adhered to.
- Report any incidents that may arise that involve the loss of equipment, damage to property, violence to staff, visitors or patients immediately to Security Management or during out of hours complete the necessary security and non-clinical incident form.
- Ensure the car parks are used effectively and assist staff, patients and public in parking on the hospital site.
- Ensure that the correct uniform is presentably always worn whilst on duty and that a high standard of personal hygiene is maintained.
- Whilst using the hospital radio equipment ensure that a polite, concise manner is always adopted using agreed call signs.
- Operate the Trusts CCTV in line with the CCTV Standard Operating Procedures.

▪ Duties and Key Tasks

- Ensure that the correct equipment is used when required and that a duty of care is taken with respect to the use of that equipment in relation to the patients/visitors/colleagues.
- Report to management immediately any problems that arise during the performance of any duties.
- Ensure any documentation is completed as and when required e.g., time sheets filled in daily, duty rotas signed daily, annual leave forms etc.
- Dealing with staff, patients, and members of the public in a respectful manner at all times especially during confrontational situations.

▪ Extra Factual Information

- Dealing with difficult and violent patients and members of the public.
- Ensuring all wards and departments are secure and the agreed external entry points are secured and checked after 10.00 pm and then opened at 6.00 am.
- Follow Work Routines issued by the Operations Controllers.
- Perform Security Duties when allocated to other Departments.
- Assist other colleagues when the need arises.
- Assist nursing staff when dealing with a violent or disturbed patient.

Person Specification

Qualifications, Specific Experience & Training	Essential	Desirable	Measure
• Experience of working with the public in a customer facing role	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application Form
• Security experience within the healthcare environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form
• Previous Security experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form
• Experience in Physical intervention / control and restraint	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application Form
Willingness to undergo 'on the job' training and attend specialist courses, as necessary. This will include Control & Restraint/physical intervention training.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form

Knowledge and Skills	Essential	Desirable	Measure
• The ability to communicate easily and confidently with all levels of personnel, colleagues, patients, and visitors.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
• Knowledge and understanding of patient confidentiality and the ability to deal with sensitive issues.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
• Understand and operate the appropriate procedures for Security Services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
• To understand and apply techniques of conflict management.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
• Understanding of Information Governance and Confidentiality	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Interview
• Understanding of equality and diversity issues and how this affects patients, visitors, and staff	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Interview
• Training on Data Protection	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Interview
Understanding of basic Law & Legislation in relation to Security	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview

Personal Attributes	Essential	Desirable	Measure
• Good organisational skills and ability to prioritise your own workload.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
• Polite, friendly, and welcoming manner when dealing with patients, visitors and colleagues.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview

Personal Attributes	Essential	Desirable	Measure
<ul style="list-style-type: none"> The ability to always maintain a professional approach especially in difficult situations. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> Good team player 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	References
<ul style="list-style-type: none"> Able to work under pressure 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview

Organisation Chart

