

## ***POSITION DESCRIPTION***

<b>Position Title:</b>	<b>Security Officer - Full Time</b>
<b>Date Reviewed:</b>	<b>December 2020</b>
<b>Business area:</b>	<b>ICT Management</b>
<b>FTE:</b>	<b>As per Conditions of Employment</b>
<b>Reports to:</b>	<b>Chief Digital Officer</b>

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### **Position Objective**

To provide Security Services, front of house including but not limited to general admin duties (overnight when required), security system administration functions for St George's Hospital.

### **Functional Relationships**

<b>Internal:</b>	<b>External:</b>
<ul style="list-style-type: none"><li>• Chief Digital Officer</li><li>• Hospital Manager</li><li>• Facility Manager</li><li>• Nursing Coordinators</li><li>• Patient Care Manager</li><li>• Perioperative Services Manager</li><li>• Housekeeping supervisor</li><li>• Charge Midwife Maternity</li><li>• All other St George's Hospital staff</li></ul>	<ul style="list-style-type: none"><li>• Patients</li><li>• Visitors</li><li>• Police</li><li>• Tenants</li><li>• St John</li></ul>

## Key Areas of Accountability

Area of Accountability	Expected Results
<p><b>Provides Security Services reception, security system administration and administration support duties</b></p>	<ul style="list-style-type: none"> <li>• Greets patients and visitors appropriately.</li> <li>• Responds to requests/queries in a timely, sensitive, knowledgeable, confidential and professional manner, putting staff, clinicians, patients and visitors at ease and minimising anxiety.</li> <li>• Answers the phone and responds to phone calls in a timely way and ensures phones are appropriately diverted at the end of the duty.</li> <li>• Performs Security checks across the facility internally and campus externally, internally and reports and records all breaches of security or significant incidents in a timely and appropriate manner.</li> <li>• Utilises the information from the security cameras to assist with maintaining effective security practices</li> <li>• Security system administration and security access control administration</li> <li>• Escorts staff to their vehicles upon request.</li> <li>• Maintains good housekeeping practices and completes the evening rubbish and linen collection service.</li> <li>• Carries out administrative duties as requested</li> <li>• Adheres to Infection Control Policies and Procedures.</li> <li>• Utilises time effectively and efficiently with administration tasks.</li> <li>• Maintains the professional image of St George’s Hospital.</li> </ul>
<p><b>Interpersonal Relationships/Teamwork</b> Ensures effective teamwork and contributes to the achievement of St George’s Hospital vision and strategic plan To communicate effectively with patients, colleagues, other health professionals and the public.</p>	<ul style="list-style-type: none"> <li>• Appreciates and respects the contribution of others within the team.</li> <li>• Contributes positively to the goals of the team and the organisation.</li> <li>• Communicates honestly and openly with other team members.</li> <li>• Fosters co-operation across clinical and administrative groups.</li> <li>• Models St George’s Hospital values.</li> </ul>
<p><b>Professional Development</b> To maintain a high level of professional development</p>	<ul style="list-style-type: none"> <li>• Undertakes responsibility for meeting all the mandatory requirements of the Professional body and the organisation.</li> <li>• Ensures staff performance and development is undertaken according to hospital policy and participates in an annual performance appraisal and the setting of performance objectives.</li> <li>• Identifies own learning requirements/deficits and develops a plan in conjunction with your Manager to redress these.</li> <li>• Fosters an environment conducive to learning, enquiry and research.</li> </ul>
<p><b>Quality Improvement</b> To maintain a high level of quality improvement</p>	<ul style="list-style-type: none"> <li>• Participates actively in quality improvement activities across systems and process.</li> <li>• Initiates, participates in and evaluates audits and uses outcomes to improve service provision.</li> <li>• Documents and reports accidents and incidents accurately in accordance with St George’s Hospital policies.</li> <li>• Supports continuous quality improvement.</li> </ul>
<p><b>Organisational Culture</b></p>	<ul style="list-style-type: none"> <li>• Promotes harmonious working relationships.</li> </ul>

Area of Accountability	Expected Results
To support a strong and positive image of St George's Hospital within the community and with key internal and external stakeholders	<ul style="list-style-type: none"> <li>• Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for a "customer focus".</li> <li>• Assists in facilitating positive inter-departmental relationships.</li> <li>• Maintains confidentiality in respect to all St George's Hospital operations, business, employees, clients and patients.</li> <li>• Adheres to St George's Hospital policies and procedures.</li> </ul>
<b>Cultural understanding of the Treaty of Waitangi</b> To promote cultural awareness within St George's Hospital	<ul style="list-style-type: none"> <li>• Understands and has knowledge of the Treaty of Waitangi and its implications.</li> <li>• Promotes an awareness of ethnic and cultural differences, religious beliefs and obligations relating to the Treaty of Waitangi.</li> <li>• Displays cultural sensitivity and a willingness to work positively with organisational strategies to improve outcomes for Maori.</li> <li>• Respects diversity of cultural and religious beliefs amongst staff and patients.</li> </ul>
<b>Health &amp; Safety</b> To ensure a safe working environment	<ul style="list-style-type: none"> <li>• Ensures accidents and untoward incidents occurring in the department are reported.</li> <li>• Takes reasonable care for personal health and safety.</li> <li>• Takes reasonable care that own acts or omissions do not adversely affect the health and safety of other persons.</li> <li>• Complies, as far as is reasonably able, with any reasonable instruction that is given to allow St George's Hospital to comply with the Health and Safety at Work Act 2015 and its amendments.</li> <li>• Co-operates with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to workers.</li> <li>• Ensures compliance with hospital security requirements and is vigilant in all matters of security.</li> <li>• Recognises safety hazards and initiates appropriate corrective actions.</li> <li>• Attends fire and evacuation workshops</li> <li>• Participates in Health and Safety training as mandated by St George's Hospital from time to time.</li> </ul>
<b>Organisational effectiveness</b> To contribute to the cost effectiveness and changing needs of the hospital business	<ul style="list-style-type: none"> <li>• Sets appropriate priorities for workload.</li> <li>• Looks for ways and means to actively and effectively promote cost effectiveness.</li> </ul>
<b>Other Duties</b> To undertake other duties as requested by the Facilities Manager from time to time.	<ul style="list-style-type: none"> <li>• Performs such duties in a timely, accurate manner and in accordance with St George's Hospital and St Georges policies and procedures.</li> </ul>

### Qualifications, Experience and Personal Qualities

	Essential	Desirable
<b>Qualifications</b>	NCEA 3 or equivalent	National Certificate in security
<b>Experience &amp; Knowledge</b>	Previous security experience Security system administration	

	Essential	Desirable
	Access control system administration Computer skills	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Physically fit</li> <li>• Excellent communication skills</li> <li>• Flexibility with hours to meet the needs of the service</li> <li>• Positive attitude and behaviours</li> <li>• Excellent customer focus</li> </ul>	

**Agreed by:**

Signed: \_\_\_\_\_  
**(Employee)**

Date: \_\_\_\_\_

Signed: \_\_\_\_\_  
**(Chief Digital Officer)**

Date: \_\_\_\_\_