

POSITION DESCRIPTION

Position Title:	Security Officer
Business Unit/Department:	Security Services
Division:	Health Support Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 2 (GF23)
Reports To:	Security Manager; Security Team Leader
Direct Reports:	N/A
Date Prepared/Updated:	1 March 2026

<p>Position Purpose</p> <p>Under the direction of the Security Services Supervisor and/or In-Charge of shift, the Security Officer is responsible for monitoring all activities occurring within the hospital and its environs to ensure the wellbeing, safety and security of patients, visitors and staff and health service property.</p> <p>The Security Officer provides assistance to all departments at Western Health 24 hours a day, 7 days a week.</p> <p>The Security Officer is required to undertake a range of varied duties in the performance of their work. All duties are to be performed in accordance with Western Health Policies and Procedures.</p>
<p>Business Unit Overview</p> <p>The Security Services Department provides Security Services resourcing to five Western Health sites consisting of Footscray, Sunshine, Williamstown and Bacchus Marsh Hospitals, along with Melton Health & Community Services. The Security Services Department also provides Security Support Services to Sunbury Hospital and all other satellite sites including drug health and community outreach.</p> <p>The aim of the Security Services Department is to achieve the highest standard of Security to ensure all patients, visitors and staff feel safe within all Western Health services.</p>
<p>Key Responsibilities</p> <ul style="list-style-type: none"> • Provide a high-quality security service throughout and across all health service facilities for employees, patients and visitors. • Providing customer services, including information and advice to staff, patients and visitors. Maintain a fair, courteous and respectful manner at all times. • Participation in all emergency code response teams as per Western Health policies, procedures and guidelines (PPG's) including but not limited to, code grey, code black and code brown. • Demonstrate knowledge and competence in the implementation of emergency procedures as outlined in the relevant Emergency Manual.

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- Respond to threats and dangers, including moving staff, patients and visitors to safety.
- Respond promptly to incidents, which may impact the safety of employees, patients and family within the confines of the hospital boundary.
- Reporting and recording security breaches and incidents as per relevant Western Health policies, procedures and guidelines (PPG's).
- Conducting incident investigations in a timely manner and ensure Security Incident Reports are completed and submitted to the Security in Charge by the end of the shift that the incident occurred.
- Participate in the regular testing of security devices including alarms.
- Provide ongoing environmental surveillance within the confines of the hospital boundary through the provision of foot patrols and utilisation of electronic surveillance.
- Ensure site patrols, building lockups and unlocks are conducted in line with the Western Health Security Specific Operating Procedures.
- Effectively monitor, operate and respond to security systems including CCTV, Security Alarm and access control, fire alarm and 2-way radio system.
- Carry and use communication equipment and maintain emergency response equipment and facilities as specified in the Western Health Emergency Procedures Manual.
- Maintain a high profile throughout the hospital particularly in high risk and crowded areas, such as main entrances and the emergency department.
- Successfully complete annual safe restraint techniques training as provided by Western Health.
- When required, assist in safe physical restraint of patients under the direction of the clinical lead in compliance with relevant laws and legislation.
- Undertaking weapons search and management in accordance with relevant Western Health Procedures.
- Escort aggressive patients/visitors from the hospital as requested by an authorised representative of Western Health.
- Report all insecure areas and areas under risk.
- Use clear and effective communication in all dealings with staff, patients and visitors.
- Take a problem-solving approach to conflict situations and recognise the need to escalate situations to the shift in charge for attention as appropriate.
- Ensure own health and well-being and seek assistance if impairment in physical or mental health is impacting on job performance.
- Maintain a prominent role in all hospital departments by adhering to the department dress code.
- Promote and encourage a team approach.
- Liaise with departmental, senior administrative and line authority employees whilst performing duties.
- Provide security escorts to employees as required.
- Provide security for cash, valuables, and weapons and handle lost and found property in accordance with Western Health procedure.
- Issue and receive keys in accordance with Western Health procedure.
- Manage staff identification processes.
- Ensure all messages are relayed in an efficient and effective manner.
- Provide access to the mortuary for the transfer in/out of deceased patients ensuring all required paperwork to record transfer information is completed.
- Operate body worn cameras in accordance with legislation.
- Use of hospital computer systems including Email, RISKMAN, Word and Excel as required.
- Participate in post-incident reviews.
- Provide input into the design, redesign and refurbishment of new and existing facilities.
- Providing input into security issues and audits.
- Perform other duties as specified in relevant duty lists and under the overall direction of the Security Services Manager.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Security Services Management Team (Security Manager, Security Coordinator, Security Supervisors)
- Security Team Leaders

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- Security Officers
- Nursing and Clinical Staff
- Allied Health Staff
- Health Support Services Staff
- Operational Support Staff

External:

- Law Enforcement Agencies (Victoria Police, Corrections)
- Emergency Services Organizations (MFB, Ambulance Victoria, NEPT, SES)
- Patients and their families
- Visitors

Selection Criteria

Essential:

- Successful completion of the Security Guard Unarmed Guard Certificate II course
- Victorian Private Security Individual Licence
- Valid Level 2 Workplace First Aid Certificate or above
- Employee status Victorian Working with Children Check
- A proven customer service approach in dealing with staff, patients and visitors
- Strong personal work ethic, initiative and service orientation
- Courteous and professional manner
- Demonstrated skills in communicating effectively with people.
- Willingness to work under the direction of nursing employees and Management
- Ability to work as a team member in a multidisciplinary environment
- Ability to work in a self-directed manner and prioritise workload
- Literacy and numeracy skills in line with Certificate II Security Guarding
- A high level of physical fitness
- Basic competency in computer literacy and the ability to use the Outlook, Word and Excel programs

Desirable:

- Experience in a health care environment
- Sound knowledge of security systems particularly Genetec CCTV system, Si-Pass Electronic Access Control and Riskman

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health

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Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022

- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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