

POSITION DESCRIPTION

Position Title:	Security Supervisor - Non - Certified
Business Unit/Department:	Security Services
Division:	Health Support Services
Award/Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Health Sector) (Single Interest Employers)
Classification:	HS2
Reports To:	Security Coordinator
Direct Reports:	Security Shift Team Leaders, Security Team
Date Prepared/Updated:	2 June 2026

Position Purpose
Western Health Security Supervisors provide strategic operational leadership and oversight across all network campuses, ensuring the seamless delivery of proactive, 24/7 security services to maintain a safe and secure environment. Reporting to the Security Services Coordinator, the role serves as a primary escalation pathway, providing critical decision-making, authoritative guidance, and mentorship to both security personnel and clinical teams during complex, high-risk incidents. The role is directly responsible for governing daily security operations, championing a collaborative and high-performing team culture, and enforcing strict compliance with Western Health policies, procedures, and statutory requirements.
Business Unit Overview
<i>Driven by a commitment to safety, security innovation, and excellence, the Security Services Department delivers comprehensive protection across the Western Health network, providing dedicated resourcing for the Sunshine, Williamstown, Bacchus Marsh, and Melton sites, alongside extended support for Sunbury hospital and various community health sites.</i> <i>The department aims to provide the highest standard of security services to ensure all patients, visitors, and staff feel safe within Western Health services.</i> <i>Note: Footscray Hospital site security is managed independently via a contracted Public-Private Partnership.</i>
Key Responsibilities
Provide an independent day-to-day supervision of security services staff to ensure the delivery of an efficient and effective service and the provision of a safe and secure environment for staff, patients and visitors.

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- Provide cross campus response where required.
- Comply with confidentiality obligations with regard to patients, consumers and colleagues both self and security staff.
- Comply with all Western Health policies and procedures.
- Assist with delivery of Clinical, Security and Emergency Response training in line with approved training packages.
- Assist with ensuring self and staff adherence to all Western Health Mandatory Training Requirements.
- Adopt a consultative communication approach to all dealings with security team and security leadership team
- Ability to risk assess and provide a high level of decision making capability.
- Prepare rosters in line department staffing profiles including the replacement of staff on annual leave, sick leave, and Long Service Leave and for any other leave as applicable, including the validation and verification of shift numbers.
- Ensure accurate data entry to Roster ON.
- Report shortfalls in staff coverage to the Security Management Team.
- Participate in regular meetings with Security Services Management Team to discuss issues and develop options for resolution.
- Participate in regular meetings with Shift Team Leaders.
- Demonstrate knowledge and competence in the implementation of emergency procedures as outlined in the relevant Emergency Procedure Manual.
- Provide front line response to critical incidents and assist the Incident Commander with the management of Emergency responses and codes, and provide advice where appropriate.
- Facilitate repair and maintenance of security equipment and report on delays and potential risks.
- Attend meetings as requested to provide advice on Security related matters.
- Ensure the collation and data entry of all code grey/black statistics on a daily basis.
- Check Shift Team Leader Reports, Security Shift Reports and Security logs daily and action, as appropriate.
- Manage Patients Valuables Register and lost property in line with current procedures.
- Ensure audits are completed and documented on: CCTV system including medication rooms; Access Control audit; Duress Alarms; 2 way radios; WIP Phones; Fire Stairwells; Emergency Exit signs; External lighting (walk ways & car park) mechanical restraints and security safe.
- Audit and report on communication equipment and maintain emergency response equipment and facilities as specified in the Western Health Emergency Procedures Manual
- Report and investigate any security breaches or risks found and incidents as per Western Health procedure.
- Conduct incident investigations in a timely manner and ensure that all Security Incident Reports are completed and submitted to the Security Management team by the end of the shift that the incident occurred.
- Effectively monitor and operate security equipment including CCTV system, Security Alarm and access control system, fire system and radio system.
- Maintain a high profile throughout the hospital
- Participate in personal annual performance development planning and reviews to identify learning and development needs and progress towards achievement.
- Ensure any risks and adverse events are reported appropriately and promptly and prevention strategies are implemented to ensure the safety of all patients and consumers
- Adopt a customer service approach and maintain a fair, courteous and respectful manner in dealing with employees, patients and visitors
- Use clear and effective communication in all dealings with employees, patients and visitors
- Take a problem solving approach to conflict situations and recognise the need to escalate situations to the manager/ coordinator 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.
- Promote and encourage a team approach.
- Promote and encourage a positive work environment.
- Liaise constantly with departmental, senior administrative and line authority employees whilst performing duties and develop key working relationships with these stakeholders.
- Liaise with external emergency and law enforcement agencies as required.

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- Have sound knowledge and manage access to SiPass Electronic Access Control System.
- Have sound knowledge and manage access to CCTV in line with current procedures.
- Ensure all messages are relayed in an efficient and effective manner.
- Sound knowledge in the use of hospital computer systems including Email, Roster On, RISKMAN, Word and Excel as required.
- Time Manage portfolio of duties and responsibilities as provided by Security Management Team.
- Complete all reports and documentation within required timeframes.
- Perform other duties as specified in relevant duty lists and under the overall direction of the Security Services Management Team

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 Shift In Charges
- Security Officers
- Nursing and Clinical Staff
- Allied Health Staff
- Ancillary Support 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 Guards/Crowd Controller Certificate II course and licence
- Valid Level 2 Workplace First Aid Certificate or above
- Working with Children's Check
- Working towards a current and Valid Certificate IV in Training and Assessment certificate within 12 months of obtaining role.
- Minimum 12 months experience in a Supervisory role
- 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 well under pressure and make sound decisions.
- Ability to work in a self-directed manner and prioritise workload
- Literacy and numeracy skills in line with Certificate III Security Guarding
- A high level of physical fitness
- Minimum intermediate computer literacy and the ability to use the Outlook, Word and Excel programs.

Desirable

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- Certificate IV Security and Risk Management
- Certificate III Investigations
- Supervision Skills for Team Managers or equivalent.
- Sound knowledge of security systems particularly Genetec CCTV system, Si-Pass Electronic Access Control and Riskman.
- Leadership experience in a hospital environment.
- Demonstrated conceptual, analytical and evaluation skills.
- Proven knowledge and understanding of resource management within budgetary and operational constraints.

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
- 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), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, Part 5A of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005.
- 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
- 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:

[Click here to enter the Employee's name.](#)

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Employee's Signature:

Date:

[Click here
to enter a
date.](#)

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