



*Inclusive*

*Compassionate*

*Progressive*

*Accountable*

## **Security Officer**

**Casual/Part time/Ongoing**

**Security Certificate 2 (Training maybe supported for suitable candidate)**

Swan Hill District Health is seeking to recruit Security Officers to perform part time and casual shifts. The successful candidate (2 FTE) will meet the requirements of the role as described in the Security Officer position description.

Please also note; If the Security Officer role is something you may wish to do but you do not have the required Certificate 2 in Security Operations but you are prepared to study for the certificate. Please also submit your application of interest. see attached;

To apply please provide a cover letter detailing:

- What does the Security Officer position mean to you?
- What opportunities do you believe this new role would allow you?
- What support do you believe will be required for you to be successful?
- What would be some of the challenges be with this role?

### **Want More Info?**

Contact Fiona Lawrance, Director People and Culture 03 5033 9994 or via [FLawrance@shdh.org.au](mailto:FLawrance@shdh.org.au)

To apply for this position please submit your application to [employment@shdh.org.au](mailto:employment@shdh.org.au) by Friday COB 18 April 2025.

Your application must consist of a cover letter (including responses to the above questions) and a resume.



<b>Position:</b>	<b>Security Officer</b>
<b>Classification:</b>	Security Officer Grade 2 - GF23
<b>Department:</b>	People and Culture
<b>Reports to:</b>	Director People and Culture
<b>Position Summary:</b>	The Primary purpose of the Security Officer is to ensure that the safety and security of Swan Hill District Health (SHDH) staff, patients, visitors, contractors and others, and to protect SHDH property by maintaining a strong security presence within the hospital and grounds.
<b>Responsibilities:</b>	<ul style="list-style-type: none"> <li>• To be fully conversant with the operation of all security systems and services including but not limited to CCTV, proximity locking and access, communications etc.</li> <li>• Up to date logging of all incidents, incident investigations and reporting.</li> <li>• Ensure compliance by all staff, contractors, visitors and patients of hospital procedures.</li> <li>• Periodic Monitoring of CCTV Cameras.</li> <li>• Regular patrols and communication with staff.</li> <li>• Duress Pendant Testing.</li> <li>• Lock and unlock duties.</li> <li>• Issue of ID Badges and proximity access.</li> <li>• Provide excellent, helpful service to patients, visitors and staff in accordance with the SHDH values and Code of Conduct.</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience.</li> <li>• Ability to work across multi-disciplinary teams in a cooperative and effective manner.</li> <li>• Build customer relationships and greet customers and patients promptly and courteously.</li> <li>• Actively seek to understand patients' and their family's expectations and issues.</li> <li>• Must be well groomed at all times and physically fit for an active role.</li> </ul>
<b>Key Selection Criteria</b>	<p><b>Essential Knowledge and Skills:</b></p> <ul style="list-style-type: none"> <li>• Hold and maintain a current Security/Crowd controlling license.</li> <li>• Hold a current Victorian Working with Children Check.</li> <li>• Hold a current Victorian Driver's License.</li> <li>• Hold a current level II First Aid Certificate.</li> <li>• Meet all critical job demand requirements.</li> <li>• Strong negotiation skills and demonstrated ability to utilise appropriate conflict resolution and de-escalation techniques.</li> <li>• Assertiveness and problem-solving skills.</li> <li>• Astute time management skills.</li> <li>• High reliability and honesty.</li> <li>• Effective communication and interpersonal skills.</li> <li>• A commitment to providing excellent customer service.</li> <li>• Proven ability to work effectively as part of a team.</li> <li>• Ability to work autonomously with limited supervision.</li> <li>• Ability to work across a 24/7 roster.</li> </ul>

	<ul style="list-style-type: none"> <li>• Previous experience in a security role in a hospital setting is desirable.</li> <li>• Current National Police Check.</li> <li>• Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers), through either documentation or copy of serology report. It is required that there is immunization for all vaccine preventable illnesses.</li> </ul> <p><b>Desirable but not essential:</b>  Certificate III in Security Operations or willingness to obtain.  Experience in Health.  Experience in the use of Security operating software and systems including controls and CCTV.</p>
<b>Salary/Award:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025.
<b>Infection Control:</b>	<ul style="list-style-type: none"> <li>• Each staff member has a responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.</li> <li>• The risk minimisation strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines.</li> </ul>
<b>Continuous Quality Improvement:</b>	<ul style="list-style-type: none"> <li>• Each staff member is expected to demonstrate a commitment to best practice.</li> <li>• All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care.</li> <li>• All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards.</li> <li>• It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies &amp; Protocols.</li> </ul>
<b>Person Centered Care:</b>	<p>The Health Service supports in its values the philosophy of Person-Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.</p> <p>Recognise diversity is part of every person &amp; as such providers of health care must be actively involved in developing models of care that are person centered.</p>
<b>Child Safety:</b>	<p>All children have the right to feel and be safe. Keeping children safe is everyone's responsibility. SHDH is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them.</p> <p>SHDH have zero tolerance to child abuse.</p> <p>Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action.</p>
<b>Our Purpose:</b>	<p><b>Connected Care / Best Experience</b>  SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.</p>
<b>Privacy and Confidentiality:</b>	SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the

	<p>Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.</p> <p>Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.</p>
<b>Mandatory Training:</b>	All employees must be aware of and complete designated mandatory training within the required time frame.
<b>Safety:</b>	<p><b>RESPONSIBILITIES: It is the responsibility of every staff member to:</b></p> <ul style="list-style-type: none"> <li>• Take reasonable care for their safety and the safety of others while at work.</li> <li>• Report accidents, incidents and potential hazards as soon as reasonably practicable to their supervisor and record on VHIMS reporting system.</li> <li>• Advise their supervisor if they have an injury or illness that may affect their ability to perform the inherent requirements of their position.</li> <li>• Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual.</li> <li>• Complete all Mandatory training requirements as identified and directed.</li> <li>• Comply with the Occupational Health and Safety Act and all SHDH O.H. &amp; S. online Policies and Procedures.</li> </ul>
<b>Asset Management:</b>	Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
<b>Review:</b>	Completion of My Work Plan on a yearly basis.
<b>Previous Revision dates:</b>	May 2021, March 22
<b>Current:</b>	Jan 2023 Marc 2025
<b>Managers Name:</b>	Fiona Lawrance
<b>Managers Signature:</b>	
<b>Employees Name:</b>	
<b>Employees Signature:</b>	





<b>Position Applying for:</b>	
<b>How did you hear about this vacancy?</b>	<input type="checkbox"/> Current Employee <input type="checkbox"/> Word of mouth <input type="checkbox"/> Newspaper Ad <input type="checkbox"/> Radio Ad <input type="checkbox"/> Seek <input type="checkbox"/> Search engine <input type="checkbox"/> Social Media <input type="checkbox"/> SHDH website <input type="checkbox"/> Other, please specify.....

<b>First name:</b>		<b>Last Name:</b>	
<b>Date of birth:</b>		<b>Country of birth:</b>	
<b>Postal Address:</b>			
<b>Contact</b>	<b>Phone</b>	<b>Email</b>	

Are you of Aboriginal/Torres Strait Islander Origin?     No     Aboriginal     Torres Strait Islander  
*(This question is voluntary)*

Do you wish to be identified under this category?     Yes     No

Are you an Australian Citizen or Permanent Resident:     Yes     No    Date of Grant ...../...../.....

If no, what is your current Visa Status – Visa type \_\_\_\_\_ Expiry date ...../...../.....

Place/Country of issue: \_\_\_\_\_ Issue Number: \_\_\_\_\_

Do you require sponsorship?     Yes     No

**PLEASE ATTACH VISA DETAILS AND/OR STATUS INFORMATION WITH YOUR APPLICATION**

**Conditions of Employment**

Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

**Initial employment is subject to:**

- 6 months' probationary period (*with a review at 3 months.*)
- Requirement to work any shift
- Requirement to work in any department as required

**Hours of Work** –     Full Time     Part time     Casual     Fixed Term

Alternatively, please state availability:

**Discipline/Misconduct**

Have you experienced discipline or misconduct action at any previous employment?     Yes     No

If **Yes**, please provide details:

## Police Check & Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment. It is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

### Do you have a current Police Check?

Yes (please provide)  No, but I am willing to get one if my application is successful.

### Do you have a current Employee Working with Children Check?

Yes (please provide)  No, but I am willing to get one if my application is successful.

## Pre-existing Health & Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

### Disclosure advice: - (to be completed by the applicant)

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

Signature of applicant: \_\_\_\_\_ Date: ...../...../.....

Enquiries can be directed to: Recruitment Services P: 03 5033 9499, E: [employment@shdh.org.au](mailto:employment@shdh.org.au)

The Application for Employment form is required to be submitted with the following documents:

- Covering letter in support of application
- Response to Key Selection Criteria
- Resume
- Qualification evidence or supporting documentation
- Visa Detail (if relevant)