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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title** | Security Operations Officer |
| **Reports to** | Security Team Leader |
| **Band** | 3 |
| **Department/Directorate** | Security, Estates and Facilities Division |

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| **JOB PURPOSE** | |
| * To provide a flexible, high quality service working within the relevant legal framework to extend care and consideration to patients, staff and visitors. * To provide a professional and effective Security Service tailored to meet the needs of the Royal Devon University healthcare NHS Foundation Trust. * To receive work requests via telephone, radio and bleep taking prompt and appropriate action in a courteous and helpful manner. In order to ensure that an effective and timely service is offered to all service users. * To prioritise work and direct staff accordingly to ensure that all resources are used effectively, reacting promptly to work requests from departments/wards. * To provide assistance to the car parking team. * To be responsible for monitoring and maintaining the CCTV system. * To maintain good order and prevent public disorder/crime on all Trust sites. | |
| **KEY WORKING RELATIONSHIPS** |  |
| * Facilities Service Manager * Security and Portering Manager * Security Supervisor * Security Team leader * Centre for Women’s Health Staff * Department and ward staff * Patients and visitors * Heads of Departments * Police/Security staff * Car parking staff | |

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| **ORGANISATIONAL CHART** |
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| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * To communicate with patients and visitors who may be violent, distressed or under the influence of drugs or alcohol. * To use tact or persuasive skills as required supporting the safety of staff, patients and visitors. * To support and provide information to staff in relation to violent or distressed patients. * Give directions and advice to patients and visitors across the Trust sites. * To greet and assist all service users in a friendly and helpful manner, thus promoting and maintaining a good communication network with all service user groups. * To liaise with the Security Manager/ Assistant Manager / Supervisor’s and Team leaders to resolve any issues that may arise during their shift and make decisions as appropriate. * To promote good communication at all times with all service user groups and colleagues across the Trust. * Operate and answer the communication device, i.e. Radio’s or bleep, issued to staff in courteous manner and action the requests. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * To be able to make judgements of situations, some of which may be complicated and/or require an immediate response. To consider the wider situation and impact when making these decisions. * Review and respond accordingly to information handed over via e-mail from other security staff, Psychiatric Liaison Teams, Ward Staff, departments and escalate if and when required to the appropriate person or team. * Instigate Police response to any suspicious incidents or offences |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * To be responsible for the prompt receipt and allocation of security work requests received via telephone or in person from service users. * By using all the information at hand, prioritise the workload to ensure the department is fulfilling its obligations to the user. * To be responsible for planning and organising straightforward activities to help reduce and/or prevent incidents and criminal activity, to include: * Responding to requests for assistance from wards and departments. * The protection of property belonging to the Trust, patients, staff, visitors and contractors against loss, theft and damage. * The protection of patients, staff, contractors and visitors against acts of violence, aggression and abuse. * Asking trespassers, i.e. drunks, vagrants to leave the premises; if the trespasser refuses to leave quietly when asked to do so obtain assistance from other security staff or the police. * Challenging any person on site as to their business on site out of hours. * To accurately record any delays that may occur when Security staff are undertaking a task, ensuring that all relevant information is accurately logged for further use. |
| **PHYSICAL SKILLS** |
| * To understand and adhere to safe working practices at all times in accordance with the relevant legal framework and departmental and Trust’s Health and Safety Guidelines. * Support the Psychiatric Liaison Team, to manage incidents of escalated behaviour due to acute distress and challenging behaviour. * The use of physical skills on a daily basis throughout the shift to ensure safety of patients, staff and visitors. The skill level required is advanced and will require specific training to ensure staff are meeting the regulations set out by Nice Guidance NG10, along with accredited de-escalation and Physical Intervention training skills. |
| **PATIENT/CLIENT CARE** |
| * Make sure relevant wards / departments and staff are aware of any security alerts and provide advice as required. * Check and monitor patient lists for patients and visitors going into the Maternity Wards, and Delivery Suite. * Document all babies entering the maternity wards with visitors. * Issue security badges to visitors entering restricted areas within the Centre for Women’s Health. * Monitor all visitors and babies leaving the maternity wards. * Assist Clinical staff to complete Patient and Security documentation as and when required to support patient and staff safety. |
| **POLICY/SERVICE DEVELOPMENT** |
| * Follow policy within own role and comment on departmental policies and procedures as necessary. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * Operate electrically operated doors within the Centre for Women’s Health. * Responsible for issuing keys to day staff, and entering details in the key log book to ensure these can then be tracked. |
| **HUMAN RESOURCES** |
| * Provide advice and support to new/junior staff as required. |
| **INFORMATION RESOURCES** |
| * Responsible for data entry and storage of data which is personally generated and complied by others utilising papers and computer-based systems as follows: * Log all security incidents using the Datix incident reporting system, pass on any relevant information to the rest of the team in the handover email addressed to the Security Department email address. * Keep police log numbers, security reports for police, contact police and security as and when required. * To accurately record when all tasks are issued and completed by all Security and Police staff. * To record all complaints received accurately using the appropriate paperwork in accordance with the Departmental Policy. * Be responsible for storage of security data. (Centre for Women’s Health security visitors forms.) |
| **RESEARCH AND DEVELOPMENT** |
| * To partake in surveys or audits as required. |
| **FREEDOM TO ACT** |
| * To be guided by the legal parameters of the role and the policies, protocols, procedures and codes of conduct within the department * To carry out day to day duties without direct supervision and escalating concerns or issues to management where necessary to agree an outcome. |
| **OTHER RESPONSIBILITIES** |
| **Physical Effort**   * Carry out regular patrols of the Trust car parks and support car parking staff when required. * To empty and maintain pay and display machines as required. * To provide restraint to violent, aggressive, confused and/or vulnerable patients as required during each shift.   **Mental Effort**   * To work under an unpredictable work pattern due to the nature of the role which may at times require long periods of concentration.   **Emotional Effort**   * To assist with violent, aggressive, confused and/or vulnerable patients at ward level which may be a number of times during each shift. * Assist Car Parking staff with incidents of violence or aggression.   **Working Conditions**   * Potential for exposure to hazards on all or most shifts due to the unpredictable nature of the role. This may include direct contact with uncontained body fluids during restraint. * To take part in regular performance appraisals * To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling * To contribute to and work within a safe working environment * To report any accidents or incidents in a timely manner in accordance with the correct Trust procedure * To ensure that emergency procedures e.g. major incident, are carried out in accordance with the departmental policy using the approved paperwork as logged in the Emergency Preparedness file. * Be of a smart, hygienic appearance whilst, wearing full uniform at all times * Actively contribute to a harmonious working environment * The Post holder may be required to work on other sites within the Trust * Undertake any other duties relating to security which may be requested by the Security and Portering Manager / Supervisors and Team leaders * This job description is not exhaustive and will be reviewed annually * Any other duties in line with your banding that may be requested. * The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection * As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal. |
| **APPLICABLE TO MANAGERS ONLY** |
| * Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need. * Proportion of line managers whose job descriptions include supporting employee health and wellbeing. * This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check |
| **THE TRUST- VISION AND VALUES** |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:  Honesty, Openness & Integrity  Fairness,  Inclusion & Collaboration  Respect & Dignity  We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.  We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.  We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462. |

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| **POST**  P  E  R  S  O  N  S  P  E  C  I  F  I  C  A  T  I  O  N | Security Operations Officer |
| **BAND** | 3 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Professional security qualification or minimum 2 years security industry experience  Formal IT Training or willingness to undertake relevant training  Control & Restraint Trained (NHS recognised standard)  Conflict Resolution training & Breakaway technique trained  Educated to GCSE (A to C) or equivalent  Full Clean UK Driving Licence  Customer service qualification or equivalent  Patient Manual Handling training or willingness to undertake relevant training | E  D  D  D  E  E  D  D | E  E  E  E  E  E  E  E |
| **KNOWLEDGE/SKILLS**  To have a thorough understanding of legislation and procedures within own area of responsibility and those of the wider Trust to enable a quick response when required  To undertake all training necessary for the role to the varying situations that the role may present  Previous Security experience using conflict resolution skills  Computer Literate  Proven ability to Communicate at all levels  Good communication skills both written and verbal  Understanding of the term confidentiality  Ability to follow instructions  Ability to liaise with patients, visitors and staff  Ability to work under stressful conditions  Knowledge and understanding of Legislation relevant to patient care  Knowledge and understanding of the Criminal Law Act | D  D  E  E  E  E  E  E  E  E  D  D | E  E  E  E  E  E  E  E  E  E  E  E |
| **EXPERIENCE**  Previous experience in dealing with the public  Experience of shift working or willingness to undertake  Experience of Telephone Procedures  Previous experience of working in a hospital/healthcare environment  Experience of working with challenging patients/individuals with challenging behaviour  Ability to deal with face-to-face conflict in pressurised situations  Previous experience working within the mental health sector  Experience of using CCTV equipment  Previous experience of working as a team member | E  E  D  D  E  E  D  E  E | E  E  E  E  E  E  E  E  E |
| **PERSONAL ATTRIBUTES**  Able to carry out work within a timed schedule  Enthusiastic, approachable and motivated  Smart appearance with a good standard of personal hygiene  Flexible to meet the needs of the department  Able to cope with bereavement / illness | E  E  E  E  E | E  E  E  E  E |
| **OTHER REQUIRMENTS**  Ability to work as part of a team  Ability to follow departmental regulations  Ability and willingness to be able to work a 24hr shift rota  Ability and willingness to work weekends and bank holidays including Christmas and the New Year.  Ability to cover colleagues’ absences on a variety of shifts  Ability to undertake essential training | E  E  E  E  E  E | E  E  E  E  E  E |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  |  |  |  |
| Laboratory specimens | Y |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g. isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  |  |
| Heavy manual handling (>10kg) | Y |  |  |  |  |
| Driving | Y |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | Y |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  |  |  |
| Mental Effort | Y |  |  |  |  |
| Emotional Effort | Y |  |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  |  |  |  |