

JOB DESCRIPTION

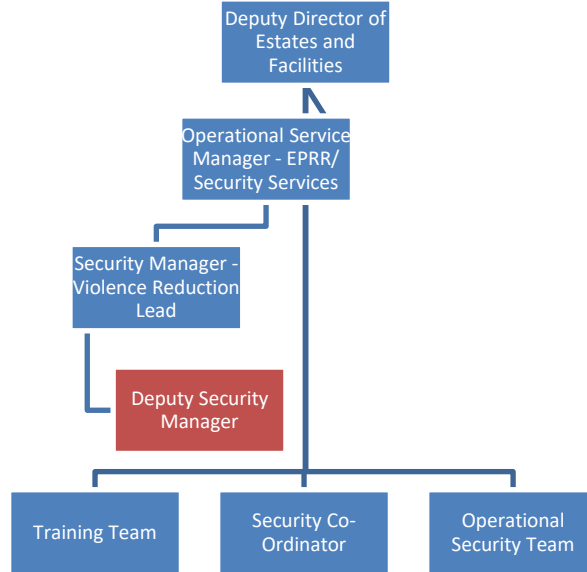
JOB DETAILS	
Job Title	Deputy Security Manager
Reports to	Security Manager – Violence Reduction Lead
Band	6 (Subject to confirmation of formal matching)
Department/Directorate	Security/ Estates & Facilities Management (EFM)

JOB PURPOSE
<p>The post holder will be responsible for providing timely, efficient and effective operational management ensuring that services in Security and Physical Intervention Training are responsive and provided to the highest possible standards that are service user focused.</p> <p>Assist the Security Manager in the delivery of security and training services to the Trust in line with legislative requirements.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> • Manage the operational security officers and the Physical Intervention training team. • Ensure adherence to legislation guidance and Trust policy specific to the team. • Manage complaints and incident relevant to the department. • Provide specialist advice to wards and departments in relation to security and violence and aggression. • To undertake risk assessments and input into patient behaviour plans. • To undertake security risk assessments as required.

KEY WORKING RELATIONSHIPS				
<p>Areas of Responsibility: (type of work undertaken)</p> <p>No. of Staff reporting to this role: 2</p> <p>The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.</p> <p>Of particular importance are working relationships with:</p> <table border="1"> <thead> <tr> <th>Internal to the Trust</th> <th>External to the Trust</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> • Divisional Directors • Deputy Head of Facilities Management • Facilities Service Managers • Lead Nurse/ Head of Patient Flor • Site Managers • Emergency Department • Cluster Managers • Security Team Leaders • Security Officers • Risk Manager • Clinical Staff Trust Wide </td> <td> <ul style="list-style-type: none"> • Police • Agents of Contracted Services (NHS/ Non-NHS) </td> </tr> </tbody> </table>	Internal to the Trust	External to the Trust	<ul style="list-style-type: none"> • Divisional Directors • Deputy Head of Facilities Management • Facilities Service Managers • Lead Nurse/ Head of Patient Flor • Site Managers • Emergency Department • Cluster Managers • Security Team Leaders • Security Officers • Risk Manager • Clinical Staff Trust Wide 	<ul style="list-style-type: none"> • Police • Agents of Contracted Services (NHS/ Non-NHS)
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ORGANISATIONAL CHART



FREEDOM TO ACT

- Work in accordance with NICE guidance, General Data Protection Regulation, ICO Code of Practice, and BPA guidelines, Department of Health guidance, NMC Guidance, Restraint Reduction Network Training Standards.
- To interpret broad occupational policies and establish standards. To use discretion to decide how results are best achieved.

COMMUNICATION/RELATIONSHIP SKILLS

- To be able to communicate with staff at all levels across the Trust, providing complex and sensitive data and information on all aspects of the Trust's Security and Physical Intervention Training Services.
- Advise the Workforce Planning and Development Department about identifying the correct courses for various staff groups across the Trust in relation to training levels required for inclusion in the TNA.
- Provide specialist advice, instruction and training techniques to all levels of staff across the Trust, using persuasive, motivational and negotiating skills.
- To manage complaints relating to the relevant departments and respond to patients and users as appropriate.

ANALYTICAL/JUDGEMENTAL SKILLS

- To ensure that standards set are achieved in accordance with agreed levels and that those standards are monitored at all times.
- To manage all aspects of the Security and Physical Intervention Training services using judgement to ensure appropriate staffing, controls and systems are implemented and monitored to ensure a high-quality service is provided.
- To analyse complex facts or situations, which require the analysis of a range of different options.
- To analyse and interpret Security and Physical intervention Training Data and provide reports comparing options and making recommendations.

PLANNING/ORGANISATIONAL SKILLS

- To formulate all operational aspects of the Trust's Security and Physical Intervention Training services, adjusting where and when necessary, ensuring that costs, quality, quantity and timing of all service provision is within agreed standards and within those costs as allocated through the budget.
- Develop suitable and sufficient training courses for the Trusts Corporate Induction Programme overseeing the work of the Physical Intervention Trainer.

- To manage all stipulated statutory training requirements ensuring that all relevant health and safety, fire, manual handling and other legislation is adhered to at all times and that records are kept to demonstrate this.
- Planning and organisation of a number of complex activities which require the formulation and adjustment of plans, i.e. To ensure the re-deployment of staff as required on a day to day basis and as a contingency arrangement to ensure continuity of the service during periods of high demand /escalation, major incidents and untoward incidents in liaison with the Trust's Senior Management.
- To oversee the delivery of suitable training in order to achieve stated injury / absence reduction targets and legal requirements.
- Actively participate in workplace-based training / competency assessments for both clinical and / or non-clinical staff.
- Advise the Workforce Planning and Development Department about identifying the correct courses for various staff groups across the Trust in relation to training levels required for inclusion in the TNA.
- Develop suitable and sufficient training courses for the Trusts Corporate Induction Programme overseeing the work of the Physical Intervention Trainer.
- Create a pro-security culture within the Trust so that staff and patients accept responsibility for this issue and ensure that when incidents occur that they are detected and reported in a timely and accurate manner.

PATIENT/CLIENT CARE

- Provide specialist advice to staff across the Trust about solutions for complex behavioural or aggression problems with patients.

POLICY/SERVICE DEVELOPMENT

- To be responsible for development and implementation of policies and procedures in own area of expertise.
- Provide advice and propose changes to policy/procedure Trust wide.
- Develop and deliver improvements to service delivery ensuring that performance and quality targets are met.
- To ensure that HR policies and procedures are known to staff and by monitoring, ensure they are implemented and appropriate records kept.
- To identify future developments of the service ensuring that any feasible and cost-effective development is discussed with all relevant personnel and that financial statistics are presented to indicate either cost savings or income generation possibilities.

FINANCIAL/PHYSICAL RESOURCES

- To manage budget for department and control all service operations ensuring services operate within agreed budget.
- To manage staffing costs including monitoring of overtime, sickness and annual leave to ensure a cost-effective service is provided within stipulated budgeted targets and to manage delegated budgets effectively and within the resource constraints agreed during budget setting.
- To ensure the Trust's financial instructions are adhered to.
- To liaise with Procurement and manage security contracts to ensure performance indicators and statutory requirements are met.
- Manage and maintain a balanced income and expenditure for department budgets.
- To manage service requirements and allocation of work ensuring the smooth running to meet demands.

HUMAN RESOURCES

- Day to day management of staff for the Department.
- To manage the recruitment of staff ensuring an appropriate skill mix to facilitate the provision of a cost-effective and efficient service.
- Provide visible and highly competent operations management to staff in the departments, motivating, enthusing and empowering staff to deliver the best for patient and staff.
- Provide support and guidance to the physical intervention trainer and ensure the Trust meets the national guidance /Trust targets.

- Ensure appraisal is carried out for all staff and identify training and development needs for members of the Security and Physical Intervention Trainer staff to enable the department to meet their objectives and to meet those needs within the agreed financial constraints.
- Manage staff expectations particularly around changes to the service/directorate which may impact their job security
- Support cultural change within the defined service areas by modelling the Trust's service, standards and core values and listening and acting on patient and staff feedback.
- To manage the delivery of all statutory training whilst ensuring appropriate records kept.
- To manage the sickness and absence levels to comply with Trust guidance on appropriate levels of sickness.

INFORMATION RESOURCES

- Record personally generated information.
- Using computer software to record training and security data.
- To run statistical reports in order to collate information around violence and aggression for further circulation
- Responsible for adapting and upgrading the CCTV / body worn camera system and software to continually meet the legislative specifications of CCTV systems

RESEARCH AND DEVELOPMENT

- To administer all recommendations of Internal and External Audit ensuring that all aspects of the service operation are within agreed parameters and that appropriate documentation, facts and figures are maintained to substantiate compliance.
- To complete audits and surveys as and when required, necessary to own work.

PHYSICAL SKILLS

- Standard keyboard skills, use of projection/multi-media equipment and e-learning resources.
- To regularly use a range of IT packages to fulfil job requirements. These include advanced knowledge of rostering systems, maintaining Excel spreadsheets, using Word to compile letters and templates.
- To be able to demonstrate physical intervention techniques.
- To be able to use physical intervention techniques. to support individual patient care and experience, also to ensure a safe environment for all service users when required.

PHYSICAL EFFORT

- There is an occasional requirement to exert moderate physical effort for several long periods during a shift where physical intervention is required.

MENTAL EFFORT

- There is an occasional requirement for prolonged concentration.
- There is a requirement for concentration where work patterns are unpredictable with competing demands.

EMOTIONAL EFFORT

- Frequent indirect exposure to distressing or emotional circumstances whilst viewing images or through debrief and 1:1s with team.
- Occasional exposure to highly distressing or highly emotional circumstances during physical restraint of patients.

WORKING CONDITIONS

- Requirement to use Visual Display Unit equipment more or less continuously on most days.
- Occasional exposure to highly unpleasant working conditions whilst dealing with challenging behaviour.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are 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.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

DISCLOSURE AND BARRING SERVICE CHECKS

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.

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.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Deputy Security Manager
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Educated to degree level or relevant equivalent experience GSA Accredited Grade A Tutor, or willing to work towards Formal qualification in training with proven experience in teaching Knowledge of Criminal Justice and Immigration Act (CJIA) section 119-120 (Offence and Power to Remove)	E E E E	
KNOWLEDGE/SKILLS Current NHS national policies, standards, requirements and directions that relate to security and physical intervention training Experienced in the provision of report writing, accident investigation and development of Safe Systems of Work. Training in use of physical restraint, security risk assessment processes and challenging management behaviour plans. Participate in meetings relating to security and challenging behaviour Experience and knowledge of the NHS in acute and community settings	E E E E E	
EXPERIENCE Proven experience in related role Proven experience in teaching physical intervention, breakaway and conflict resolution Experience of line management / supervision of security and training teams	E E	D
PERSONAL ATTRIBUTES Ability to work under pressure. Ability to work to deadlines and prioritise tasks Able to work as part of a team and independently Ability to influence and negotiate effectively at all levels. Excellent communication skills Good presentation skills Good administration skills Good time management Computer literate	E E E E E E E E	
OTHER REQUIREMENTS Attention to detail Organised approach to work Team leadership qualities, can work productively in a team Enthusiastic and energetic Genuine commitment to security and prevention and challenging behaviour in relation to the NHS.	E E E E E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				X
Exposure Prone Procedures	N				
Blood/body fluids	Y		X		
Hazard/Risks requiring Respiratory Health Surveillance					
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)	Y	X			
Animals	Y	X			
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m ³)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s ²)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y			X	
Driving	Y		X		
Food handling	N				
Night working	Y				
Electrical work	N				
Physical Effort	Y			X	
Mental Effort	Y			X	
Emotional Effort	Y			X	
Working in isolation	Y	X			
Challenging behaviour	Y			X	