

JOB DESCRIPTION

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

JOB PURPOSE
<p>This role calls for excellent written and verbal communication skills and experience of working closely within a team to support patients, visitors and staff in the healthcare sector.</p> <p>As well as responding to incidents of disorder clinically related challenging behaviour such as: Confusion, Delirium, Dementia, and Post Operation - Anaesthetic Related Delirium, are some of the situations you may be required to support. Each case will challenge you to adapt your approach and ensure that the best possible support is provided to our patients. All will require prompt and appropriate action in a courteous and helpful manner.</p> <p>Experience and an understanding of the healthcare environment, supporting patients and being customer focused is essential. You will help provide a professional security service, tailored to meet the needs of the Royal Devon University Healthcare NHS Foundation Trust and will protect, advise, investigate and act within a legal framework to maintain a safe and crime free environment for patients, staff and visitors.</p>

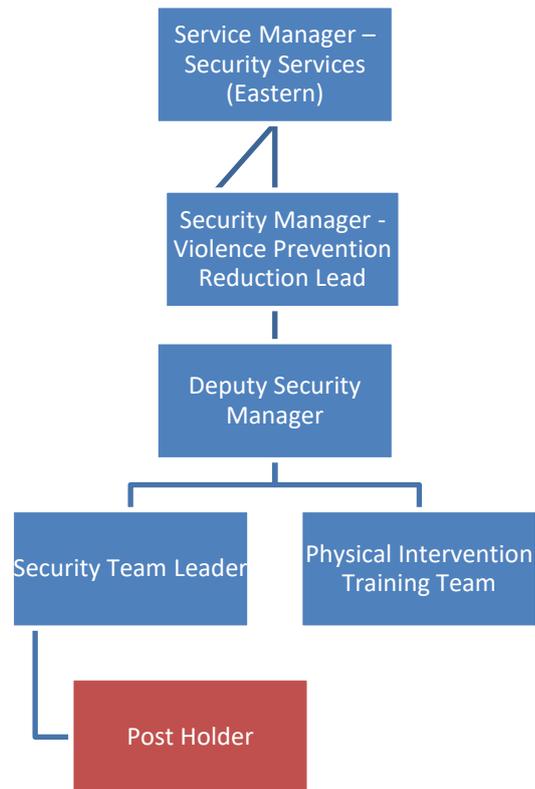
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> • To provide a flexible, high quality service working within the relevant legal framework to extend care and consideration to patients, staff and visitors. • To provide a professional and effective Security Service 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				
<p>Areas of Responsibility: RDUH Wonford, Heavitree and Mardon House Site's</p> <p>No. of Staff reporting to this role: N/A</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" style="width: 100%;"> <thead> <tr> <th style="background-color: #003366; color: white;">Internal to the Trust</th> <th style="background-color: #003366; color: white;">External to the Trust</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> • Security Team Leader </td> <td> <ul style="list-style-type: none"> • Patients and Visitors </td> </tr> </tbody> </table>	Internal to the Trust	External to the Trust	<ul style="list-style-type: none"> • Security Team Leader 	<ul style="list-style-type: none"> • Patients and Visitors
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- Deputy Security Manager
- Security and Physical Intervention Manager
- Department and Ward Staff
- Service Manager
- Site Practitioners
- On – Call Managers.

- Police
- Prison Service

ORGANISATIONAL CHART



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.

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.

PATIENT/CLIENT CARE

- Direct patient contact.
- 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 compiled 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.

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.

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.

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 (DES) if appropriate to role.

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.

PERSON SPECIFICATION

Job Title	Security Operations Officer
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Professional security qualification or relevant 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 or equivalent in English, or equivalent demonstrable experience Full UK Driving Licence (Test passed for manual transmission) Customer service qualification or equivalent Patient Manual Handling training or willingness to undertake relevant training	E E E E E	D D D
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	E E E E E E E E E	D D
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 D D D D D
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	
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	E E E	

Ability and willingness to work weekends and bank holidays including Christmas and the New Year.	E	
Ability to undertake essential training	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				
Laboratory specimens	Y				
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)	N				
Animals	N				
Cytotoxic drugs	N				
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				
Heavy manual handling (>10kg)	Y				X
Driving	Y				
Food handling	N				
Night working	Y				X
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	Y				X
Working in isolation	N				
Challenging behaviour	Y				X