

JOB DESCRIPTION

1. JOB DETAILS

Post Title:	Security Officer
Band:	Band 3
Reporting to:	Head of Security
Care Group:	Estates and Facilities
Location:	Royal Cornwall Hospital

2. JOB PURPOSE

To undertake the security operations required to support a safe and secure environment at The Royal Cornwall Hospital NHS Trust's hospital site and grounds and to provide security for staff, patients, visitors and users. To use their skills and training to manage a variety of security related incidents while conducting themselves in a firm but courteous manner at all times.

Work closely with the Police Liaison Officer and local Police officers as required.

3. DIMENSIONS

1. To carry out frequent patrols of the Trust site and property as appropriate as directed by the Head of Security, and in accordance with set Security procedures.
2. To prevent, deter and detect incidents of theft or criminal damage and violence, to conduct investigations and the evidence gathering process into such incidents. This will require liaising with the Police as necessary and to take steps which may lead to apprehension and detention of the person/s responsible.
3. To provide a safe and timely response to support incidents of violence and aggression in line with approved and trained restraint and control techniques.
4. To secure premises found insecure and set and de-activate intruder alarms as required. In the event of any alarm being activated, to immediately investigate and liaise with the police where necessary and as required in accordance with set procedures.
5. To liaise with the Estates helpdesk on issues relating to security maintenance topics such as failed site lighting, damage, locks, access control systems etc. on NHS Trust property.
6. To assist in preventing acts of violence or disorderly conduct on NHS Trust property and detain offenders using minimal force for hand-over to the police.
7. To assist medical and nursing staff in the safe restraint or detention of patients, while appropriate assessments are undertaken.

8. To provide task understanding and guidance to enable newly recruited officers to understand their role and carry out their duties competently.
9. To respond and oversee incidents of intruder alarm, lift and Fire alarms, helicopter landing responses as trained and managing the incident until the arrival of a senior member of staff or emergency service officer.
10. In accordance with Trust and in line with lawful legislation, assist in searching Trust property and grounds for vulnerable patients absent from ward areas.
11. To support Staff and contribute and advise during planned resolution meetings with potentially difficult patients or relatives to ensure staff safety during these meetings.
12. To lawfully remove trespassers and unauthorised persons from hospital property and in accordance with the Trust policy and guidelines.
13. To ensure that all incidents that occur during a duty shift are accurately recorded with the appropriate amount of detail and evidence required to support further investigation or action.
14. To deal with incidents relating to lost and found property and to handle lost and found property in accordance with the Trust's policies and procedures.
15. To conduct patrols by foot or vehicle to manage site security and to search for missing or absconded missing patients.
16. To operate and monitor Closed Circuit Television and associated equipment as required in accordance with current General Data Protection Regulations and the Trust CCTV code of practice.
17. To provide a key holding service for Departments as instructed by the Head of Security/Security Supervisor.
18. To carry out duties as specified in Trust procedures during Major Incident or Child Abduction Alerts - carrying out searches, cordoning areas and securing entrances as necessary.
19. To carry out any other reasonable duties relating to security at the discretion of the Head of Security/Security Supervisor.
20. To undertake appropriate training for Health and Safety at Work; industrial accident prevention; fire prevention; first aid; and control, restraint and breakaway techniques, and to undertake additional training determined by the needs of the Department and/or legislation.
21. To operate and use equipment and machinery in accordance with the needs of the Department.
22. To adhere to all Trust Policies and Procedures.

4. COMMUNICATIONS & WORKING RELATIONSHIPS – Internal/External

The post holder is required to work closely with all grades of hospital staff, patients and visitors. In addition, the post holder is required to maintain close and effective liaison with the Police, and with the Trust's Police Liaison Officer.

CONFIDENTIALITY

The post holder must maintain confidentiality of information relating to patients, staff and other Health Service business.

HEALTH AND SAFETY

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and the Manual Handling Operations Regulations (1992). This ensures that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust.

RISK MANAGEMENT

All staff has a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

EQUAL OPPORTUNITIES

The trust has a clear commitment to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy.

CONFLICT OF INTEREST

The Trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally it is responsible for ensuring that staff does not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Orders require any officer to declare any interest, direct or indirect with contracts involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.

5. OTHER

- The post holder must comply with all RCHT Policies and Procedures and work to agreed standards and procedures.
- The post-holder must work within infection control guidelines to ensure that work methods do not constitute a risk of infection either to the health care professional, to the client or to any persons working/visiting in RCHT premises.
- It is the responsibility of all employees to maintain a safe and healthy environment for patients, visitors and staff.

- All staff who have access to or transfer data are responsible for that data and must respect confidentiality and comply with the requirement of the Data Protection Act 1998, in line with the Trust's policies
- The post holder is responsible for data quality and complying with the policies, procedures and accountability arrangements throughout the Trust for maintaining accuracy and probity in the recording of the Trust's activities
- It is the responsibility of the post holder to ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work.
- The post holder must participate in the annual appraisal process and demonstrate a willingness to set personal development objectives.
- This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post holder will undertake any other duties which may be required from time to time.
- This job description will be subject to regular review and amended to meet the changing needs of the Trust.

THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST HOLDER

6. JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Head of
Department Signature:

Date:

Title:

The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and/or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home.

Person Specification for The Post Of: Security Officer

All requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

ATTRIBUTES	REQUIREMENTS		METHOD OF ASSESSMENT
	ESSENTIAL	DESIRABLE	
QUALIFICATIONS	<p>Standard Level General Education.</p> <p>Candidates are able to speak and write English to an appropriate standard necessary to fulfil the job requirement.</p> <p>Must be willing to attend and qualify as a NHS Security Accredited Security Officer within 3 months of employment.</p>	<p>GCE/CSE/GCSE or equivalent.</p> <p>Customer Service NVQ Level 3.</p> <p>NAHS Security officer qualification or equivalent / similar to NVQ 2/3</p>	<p>Application Form</p> <p>Interview</p> <p>Written test</p> <p>References</p>
EXPERIENCE	<p>Significant experience of working in a security role and dealing with the general public in a diverse, fast moving, customer-oriented organisation in a position of trust.</p> <p>Working a 24/7 Shift service.</p> <p>Working in a physically and mentally demanding role.</p> <p>Working within a large and widespread environment requiring high levels of fitness.</p> <p>Working in the public sector.</p> <p>IT literate (Word, Excel, Outlook).</p>	<p>Working in a Hospital environment.</p> <p>Previous experience of security in a complex organisation.</p> <p>Police/military or uniformed service background</p> <p>Customer Service / Security background.</p>	<p>Application Form</p> <p>Interview</p> <p>Written test</p> <p>References</p>

ATTRIBUTES	REQUIREMENTS		METHOD OF ASSESSMENT
	ESSENTIAL	DESIRABLE	
PRACTICAL AND INTELLECTUAL SKILLS (INCLUDING ANY SPECIAL KNOWLEDGE)	<p>Physically fit.</p> <p>Highly developed communication skills, both written and oral.</p> <p>Organisational and interpersonal skills.</p> <p>Capable of exercising influence and control.</p> <p>Ability to work as a member of a multi-disciplinary team.</p> <p>Ability to digest relevant legislations, guidance and current protocols.</p>	<p>Ability to input and access information from a personal computer using windows and MS Office and other software packages.</p> <p>Knowledge of First aid techniques.</p> <p>Knowledge of Health and Safety legislation.</p> <p>Knowledge of firefighting techniques.</p> <p>Knowledge of criminal and civil law.</p> <p>Knowledge of control, restraint and breakaway techniques.</p> <p>Experience in teaching/training groups.</p> <p>Experience of using CCTV control and monitoring systems.</p> <p>Full clean driving licende.</p>	<p>Application form and Interview</p> <p>Certificates</p> <p>Written test</p> <p>References</p>

ATTRIBUTES	REQUIREMENTS		METHOD OF ASSESSMENT
	ESSENTIAL	DESIRABLE	
DISPOSITION / ADJUSTMENT/ ATTITUDE	<p>Smart appearance, enthusiastic, reliable, diplomatic, honest, trustworthy.</p> <p>Able to work as part of team or on own initiative.</p> <p>Work independently. Support available if required.</p> <p>Calm sympathetic nature.</p> <p>Willingness to work any shift at short notice in an emergency.</p>	<p>Sense of humor.</p> <p>Confidence to communicate with the general public.</p>	<p>Interview</p> <p>References</p>
TRAINING	<p>Willing to undertake Trust mandatory training.</p> <p>Evidence of professional and personal development.</p>	<p>Willingness to undertake self-development or further training within context of this role.</p>	<p>Application Form</p> <p>Interview</p>
ADDITIONAL CIRCUMSTANCES	<p>Smart appearance</p> <p>Able to undertake duties</p> <p>Flexible</p> <p>Physically fit.</p>		<p>Application Form</p> <p>Interview</p> <p>OH Screening</p>