



ROLE DESCRIPTION

Role Title	Security / Orderly Officer
Classification	Health Ancillary Employee Level 4 (WHA4)
Local Health Network	Riverland Mallee Coorong Local Health Network (RMCLHN)
Hospital / Service	Riverland General Hospital and Murray Bridge Soldiers Memorial Hospital
Stream	Security
Role Created/ Reviewed Date	August 2024
Criminal History Clearance Requirements	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input checked="" type="checkbox"/> DHS Working with Children Check (WWCC) <input checked="" type="checkbox"/> NDIS Worker Screening Check
Immunisation Risk Category	<input checked="" type="checkbox"/> Category A <input type="checkbox"/> Category B <input type="checkbox"/> Category C

ROLE CONTEXT

Summary of the broad purpose of the role in relation to the organisation's goals

The Security / Orderly Officer will provide a range of duties encompassing security, patient care and using correct methods, materials and equipment which contributes to the effective and efficient operation of the Health Unit.

The security aspect of the role will necessitate assisting with clients, in such a manner as to ensure the safety and well-being of everyone involved in accordance with the Hospital's policies and procedures.

The position may include having to deal with aggressive or agitated clients. As a member of team, assists with de-escalation within the Health Unit.

Reporting/Working Relationships

Responsible and accountable to the Team Leader, Security/Orderly Services who reports to the Emergency and Disaster Resilience and Corporate Risk Coordinator.

After Hours: Responsible and accountable to the Nursing After Hours Co-ordinator.

Maintain a close working relationship with health professionals and is part of a multi-disciplinary team.

May be required to report to a delegate relevant to specific areas of the health unit when working in those areas.

Handling of Official Information

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Statement

Riverland Mallee Coorong Local Health Network (RMCLHN) welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. RMCLHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SA Health values and strategic directions.

Special Conditions

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory National Police Certificate (NPC).
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police or from an accredited CrimTrac Provider confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the National Disability Insurance Scheme (NDIS) Act 2013 must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > NPCs must be renewed every 3 years thereafter from date of issue.
- > WWCCs and NDIS Worker Screening Checks must be renewed every 5 years thereafter from date of issue.
- > The position is primarily located at Riverland General Hospital or Murray Bridge Soldiers Memorial Hospital but the incumbent may be required to work from other sites and/or facility within the Riverland Mallee Coorong Local Health Network
- > Must be an Australian Resident or hold a current working visa.
- > The incumbent will be required to enter into an Annual Performance Review and Development Plan for the achievements of specific, service or program outcomes.
- > Current driver's license and willingness to drive.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > Required to work a seven day, rotating 24 hours roster including public holidays, which may change according to unit needs.
- > Attendance at mandatory training sessions as determined by RMCLHN.

Statement of Key Outcomes and Activities

Contribute to general security tasks of the health unit by:

- > Provide a security presence initially within the Emergency Department when / where required throughout the health service facility.
- > Act as a guide supporting patients on how to access services, assisting them to navigate the health service facility.
- > Act as an emergency coordinator in the case of a fire alarm activation or other emergency.
- > Liaise with patients waiting for care – provide options for follow up by Aboriginal Liaison Officers or Health Workers, should a patient choose to leave the facility outside of medical advice.
- > Take positive action to ensure the safety of patients and staff in an emergency situation. For example, by helping deescalate a situation or by helping to avoid or eliminate risk.
- > Conduct regular proactive security patrols of site, including external area, carparks and helipad (including checking that the Helipad is clear when a helicopter is expected to land).
- > Monitor the Hospital Bylaws (ie: police hospital smoking, car parking and other rules) and direct the consumer.
- > Reviewing CCTV and downloading and release to authorities when required.

Contribute general orderly tasks of the health unit by:

- > Provide orderly duties by assisting with patient movement and movement of pathology samples, beds, etc within the health service facility
- > Supporting patients and visitors to navigate around site and support access to appropriate services
- > Switching the oxygen control to full when required.

Contributing to the effective management of material resources by:

- > Checking for the correct operation of plant and equipment including firefighting equipment
- > The day to day operation, testing, monitoring and response to surveillance/alarm/communication systems and/or radio and TV communication equipment.

Contribute to the efficient and effective operation of the health unit by:

- > May require the operation of machinery, equipment and/or facilities, and recording systems including computerised systems
- > Providing assistance and guidance to other staff
- > Assisting in the provision of on the job training
- > Instruction given is by way of limited direction
- > Tasks performed either as an individual or a team member.

Demonstrates and maintains a satisfactory knowledge and skill base to perform role by:

- > Undertake training as required and maintaining required skills and knowledge applicable to the role.

An employee at Level 4 will be required to perform duties at the lower level.

GENERAL

Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination by:

- > Complying with workplace policies and procedures
- > Comply with and have a working knowledge and understanding of the requirement for all staff employed in the organisation in regards to confidentiality
- > Contributing to the development and implementation of departmental strategic directions and plans.
- > Commitment to the continuous improvement in the provision of customer service
- > Comply with and have a working knowledge and understanding of current Food Safety Standards and current Infection Control policies and procedures
- > Correctly utilising appropriate personal protective equipment
- > Regularly participate in personal performance development reviews
- > Participation in continuous quality improvement programs and accreditation activities
- > Ensuring cultural sensitivity is maintained by attending and contributes to their learning in diversity of cultural awareness and cross-cultural training, with a frequency to be determined as appropriate by the organisation
- > All staff will actively support and contribute to risk management by maintaining an awareness of the risks relating to their area of responsibility and accountability including the identification and reporting of such risks
- > It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation from State Records. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management
- > Contribute to the well-being of people in South Australia through participation in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Contribute to the promotion and implementation of the Public Sector Act principles and practices and employee conduct standards, in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements.

Knowledge, Skills and Experience

ESSENTIAL MIMIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Current South Australian Security Agent Licence

Personal Abilities/Aptitudes/Skills

- > Proven ability to work well within a team environment.
- > Ability to work in various settings and relate to all levels of staff.
- > Proven ability to meet deadlines and timeframes.
- > Sound interpersonal and communication skills and the ability to relate to people from different cultures, backgrounds and circumstances.
- > Ability to provide assistance and co-operation to other staff.
- > Demonstrated ability to perform a variety of work involving manual handling.
- > Demonstrated ability to perform under limited direction.
- > Demonstrated skills in defusing aggressive behavior and de-escalating violent behaviour.
- > Ability to use discretion and maintain strict confidentiality.
- > Effective written, verbal and numeracy skills.

Experience

- > Demonstrated experience in security roles.
- > Demonstrated experience in dealing with a wide range of people including the de-escalation of violent, aggressive and/or agitated people.
- > Experience in the use of computer packages eg. Microsoft 365 .
- > Demonstrated experience in exercising own judgment and initiative in the day to day execution of a position.

Knowledge

- > Sound Knowledge of safe working conditions.
- > Sound Knowledge and commitment to customer service principles.
- > Sound Knowledge and understanding of the Work Health and Safety Act and Risk Management principles.
- > Proficient knowledge of security tasks and legal responsibilities.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > A current first aid certificate.
- > Certificate IV in Training and Assessment
- > Training related to the management of people with behavioural disorder, mental illness or personality disorders.

Personal Abilities/Aptitudes/Skills

- > Demonstrated manual handling skills.

Experience

- > Demonstrated experience of security duties within Health setting.

Knowledge

- > Nil

ORGANISATIONAL CONTEXT

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing.

The legal entities include but are not limited to Department for Health and Wellbeing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

Riverland Mallee Coorong Local Health Network aspires to be the best provider of rural and remote health services in Australia. RMCLHN, through the inspiration and hard work of its people, delivers high quality and innovative health services to improve health outcomes for country South Australians.

RMCLHN delivers a comprehensive range of health services in hospital and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations. The safety and quality of health services in country South Australia is of primary importance. RMCLHN participates in rigorous national accreditation processes and engage local community members to provide insight and knowledge of the needs of consumers and potential strategies to achieve the best service.

RMCLHN Values

The values of RMCLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > **Respectful -** We treat everyone as equals and value each other's sense of worth.
- > **Motivated -** We are driven to excel and provide the best quality care to our consumers and communities, when and where they need it.
- > **Compassionate -** We take care of others and act with kindness, empathy, patience and understanding, in all that we do.
- > **Consumer Focused -** We partner and collaborate with consumers, their families, carers and communities, to ensure the planning, delivery and evaluation of our health services is tailored to their needs.
- > **Accountable -** We are dedicated to fulfilling our duties and obligations as a public health service, and endeavour to act with honesty and integrity in all that we do.
- > **Resourceful -** We are agile, adaptable and able to deal skillfully, creatively and promptly with new situations and challenges.
- > **Excellence -** We strive to continually improve and redefine processes, exceed standards and expectations, and deliver access to high quality contemporary care for people in our communities.
- > **Service -** We serve people and our communities courteously, fairly and effectively.

Integrity Statement

As a public sector employee, you have the responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of Integrity within SA Health.

Code of Ethics

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- acting at all times in such a way as to uphold the public trust.
- > Accountability - Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health and RMCLHN's vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: _____

Role Title: _____

Signature: _____

Date: _____

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of RMCLHN as described within this document.

Name: _____

Signature: _____

Date: _____