

POSITION DESCRIPTION

Security Officer

Supporting Everyone to be healthy and live well

PURPOSE OF THE ROLE

The Security Guard will work both individually and within a team to deliver high quality security services across all ERH grounds, including the security of patients, visitors and staff. The Security Guard will possess well developed communication and interpersonal skills that allow the prioritisation of work with integrity and discretion.

Position Details	
Position Title:	Security Officer
Department	Corporate Services
Reports to:	Corporate Services Manager
Positions Reporting to this role:	/
FTE:	/
Budget:	/
Enterprise Agreement:	Health and Allied Services, Managers and Admin Workers EA 2021-2025
Position Classification:	Security Guard Grade 2 (GF23)
Position Description last reviewed:	August 2025

Key Accountabilities
Responding to threats and dangers, including moving staff, patients and visitors to safety. Implementing safe physical restraint practices, if required;
Presence in high risk and crowded areas, such as main entrances and emergency departments;
Reporting security related incidents in accordance with relevant policies, procedures and guidelines;
Complete basic cleaning duties across ERH, provide patient transfers and waste removal as required;
Participating in Code Grey, Code Black and Code Brown response teams;
Ability to de-escalate aggressive or abusive persons;
CCTV monitoring and response;
Undertaking weapons searching and management;
CCTV monitoring and response;

Organisational Responsibilities
Positively promote ERH within and externally to the organisation
Comply with the ERH and Victorian Public Sector Code (VPS) of Conduct
Each employee has a responsibility to comply and promote practices with all ERH policies and procedures and familiarise themselves with those relevant to their position
Comply with relevant registration bodies mandatory continuing professional development requirements
Carry out all work and interactions in alignment with the CARE values

POSITION DESCRIPTION





Security Officer

Each employee has a responsibility to comply with and promote relevant legislation and professional standards in relation to safety, quality and risk relevant to their position

Each employee has a responsibility to comply with and promote compliance with the National Safety & Quality Health Service Standards and other industry standards and relevant regulatory requirements

CARE Values

All staff are expected to behave in a way that is in alignment with our corporate values:

Collaboration 	Works with a team focus Cooperates with others and gains input and support to assist in achieving objectives We work with others to achieve shared goals
Accountability 	Monitors the impact of one's own behaviour on others Supports a "no-blame" culture in reporting incidents and helping to effectively resolve them
Respect 	Treats people fairly and openly Treats people with dignity Demonstrates personal standards of consistency, tolerance and patience
Excellence 	Consistently supports and follows organisational policies and procedures Actively participates in identifying opportunities to improve what we do

Key Relationships

Internal	External
Corporate Services Manager	This position has contact with patients, clients, relatives, visitors and other members of the public
Team Leaders	Relevant authorities including but not limited to – Victoria Police, NSW Police, DHHS staff
Clinical Staff and other Health Professionals	

POSITION DESCRIPTION

Security Officer

Selection Criteria

Essential:

Qualifications:

- Formal Victorian Security Qualifications - Certificate II Security Operations
- Current Victorian Security License – with unarmed guard & crowd control
- Intermediate computer skills with the ability to use various applications including email and incident management systems.
- Well-developed communication and interpersonal skills, with the ability to work as part of a team as well as independently.
- Ability to prioritise work and exercise discretion within established policies, guidelines and procedures.
- Strong communication skills both written and oral.

Satisfactory evidence of; National police check, Working with Children's and Vaccination status in line with policy and procedure at this time.

Desirable:

- Minimum two years' experience in a security role involving first responder duties
- A professional appearance and attitude

TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Letter of Offer and Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: _____ Date: / /

Print Name: _____

cc: Employee File