Position Description

MSIR Security Officer

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| **Award & grade:** | Health and Allied, Managers and Administrators HSUA 1 & 5 2011-2015 Grade 1 |  |
| **Salary range** | Dependent upon qualifications and experience |  |
| **EFT** | TBC |  |
| **Reporting to** | MSIR Operations Manager |  |
| **Accountable to** | CEO |  |
| **Tenure** | 12 months |  |
| **Direct reports** | Nil |  |
| **Location** | Lennox St and other NRCH sites as requested |  |
| **Date issued** | February 2018 |  |

Organisation Profile

**North Richmond Community Health (NRCH)** is committed to making healthcare more accessible and culturally relevant.

Our community health centre in Richmond provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Position Objective

In 2017 the Victorian Government enacted legislation to establish a trial of Victoria’s first Medically Supervised Injecting Room (MSIR) at North Richmond Victoria.

The security officer plays a key role in deterring unwanted antisocial behaviour in and around the MSIR as well as being in a position to identify issues outside the centre such as community dissatisfaction or media interests.

Key Responsibilities

* To be a visible presence outside the MSIR at either the front or rear doors.
* Discourage any loitering at the front and rear door.
* To assist in the transition of clients through the MSIR.
* To be alert for any Media interest or scrutiny.
* To be contactable at all times while on shift and respond to calls for assistance immediately.
* To take direction from any staff member if an escalated situation arises and respond quickly if called upon.
* Responsible for ensuring all doors are closed and that the building is secure before locking up.

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Key Capabilities

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| **Client experience** | **Community relations** | * Is sensitive to clients’ heritage, traditions and identity.
* Actively listens to clients and passes on relevant information accurately and appropriately
* Responds in a prompt and sensitive manner to clients’ requests so that the client feels supported and accepted.
* Maintains basic awareness of current community issues.
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| **New and Different Approaches** | **Accountability** | * Seeks feedback to ensure work is consistent with expectations.
* Is committed to own professional and personal development.
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| **Ethics** | * Observes Code of Conduct, behaves ethically and seeks assistance with ethical dilemmas
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| **Program Development** | * Actively participates in team activities.
* Performs own roles and responsibilities efficiently to contribute to program objectives
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| **Learning and Development** | * Identifies own skills and skill needs in consultation with supervisor
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| **Innovation** | * Uses technology and software applications effectively in accordance with task requirements
* Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine changes.
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| **Working in Partnership** | **Change Management** | * Maintains a positive approach to change and adapts to new or different ways of working
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| **Partnerships and Collaboration** | * Builds collaborative relationships with the relevant people at NRCH.
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Key Selection Criteria

**Essential skills & experience**

* Experience working in a health care environment highly regarded
* Experience working with clients who may be under the influence of alcohol or other drugs

**Essential attributes**

* Demonstrated ability to communicate with a wide variety of clients in a professional manner, displaying tact and diplomacy when needed.
* Demonstrated ability to ensure the security and safety of a site and its clients.
* Demonstrated ability to work under minimal supervision
* Ability to resolve conflict in an effective manner
* Ability to control situations involving difficult and stressful incidents.

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**Qualifications \ Registration requirements**

* Valid Police Check or willingness to undertake is mandatory
* Working with Children check
* CPR
* First Aid
* Current security licence
* Relevant security training

Internal Training Requirements

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| --- | --- |
| **Topic** | **Timeframe for completion** |
| Induction Training | 3 months |
| Cultural Competency | 3 months |
| Hand Hygiene | 3 months |
| Child Safety | 3 months |
| Infection Control | 3 months |
| Social Media | 3 months |
| Code of Conduct | 3 months |

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Responsibilities and conditions of employment

All employees of North Richmond Community Health are required to follow specific common conditions of employment as outlined in the NRCHL Policy and Procedures Manual. Key responsibilities and conditions include

* Employment terms and conditions are consistent with National Employment Standards and relevant awards/agreements. Salary is set commensurate with funding, award/agreements, sector expectations and individual skills/experience relevant to the role.
* Employees are expected to conduct themselves in a manner consistent with organisation’s Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
* NRCH is committed to creating a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child’s safety. If you believe a child is at immediate risk of abuse contact 000.
* Employees are expected to participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
* Employees are expected to contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
* Adhere to NRCH infection control policies and procedures.
* Regular working hours will be negotiated but will be within operational hours. From time to time, some out-of-hours work may be required. Employees are expected to present for work on time, and follow notification guidelines when ill or late for work.
* Appointment is subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
* Performance is reviewed formally on an annual basis and all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
* NRCHL provides a smoke-free environment, including within vehicles.
* The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.

Further Information

For enquiries relating to this position, contact:

**Natalie Coughlan** |HR Manager | nataliec@nrch.com.au | (03) 9418 9966