

	POSITION TITLE	Casual Security Officer		
	DIRECTORATE	Support Services	DEPARTMENT	Patient Support Unit
	REPORTING TO (operationally)	Security Supervisor	REPORTING TO (professionally)	Security and Orderly Manager
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	<p>This role is a Security Officer for the Security Service at Health NZ Te Whatu Ora Te Matau a Māui Hawke's Bay. The role is to ensure property and persons who attend Health NZ Te Whatu Ora Te Matau a Māui Hawke's Bay properties are at all times safe and secure in their environment</p> <p>No direct or indirect reports</p>			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> ▪ To ensure all property and persons who attend Health NZ Te Whatu Ora Te Matau a Māui Hawke's Bay properties are at all times safe and secure in their environment. To ensure that a safe, professional and efficient security service is provided to the Health NZ Te Whatu Ora Te Matau a Māui Hawke's Bay and its staff. ▪ To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Support Services. ▪ Delivery of organisational KPI's including relevant MOH target, financial budgets and service plans. ▪ To recognise and support the delivery of the Health NZ Te Whatu Ora Te Matau a Māui Hawke's Bay sector vision 			
KEY DELIVERABLES	<p>Security</p> <ul style="list-style-type: none"> ▪ To ensure all Health NZ Te Whatu Ora Te Matau a Māui Hawke's Bay property and persons who attend the Health NZ Te Whatu Ora Te Matau a Māui Hawke's Bay properties are at all times safe and secure in their environment. ▪ Ensures all staff/colleagues maintain adequate safety standards on the job through consultation and training. ▪ Ensures own and others safety at all times. ▪ To effectively monitor CCTV and communicate any issues to other members and management for follow up. ▪ Complies with policies, procedures and safe systems of work. ▪ Reports all incidents/accidents, including near misses in a timely fashion. ▪ Ensure that all duties, patrols and control room procedures are carried out in accordance with the Security Orderly Manager's instructions. ▪ To respond to incidents in a responsive and timely manner ▪ Carry out daily means of escape procedures and fire safety checks. ▪ On-going training in the security sector and safe practice effective communication is mandatory. ▪ HBDHB uniform will be issued and must be worn at all times while on duty and worn in accordance with the Security Orderly Manager's instructions. ▪ No jewellery or regalia to be worn while on duty. <p>Customer Service</p> <ul style="list-style-type: none"> ▪ Open and responsive to customer needs. ▪ Demonstrate an understanding of continuous quality improvement 			
HEALTH & SAFETY RESPONSIBILITIES	<p>HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> ▪ Takes reasonable care of your own health and safety ▪ Ensures that your actions or omissions, do not adversely affect the health and safety of other persons ▪ Complies with reasonable instructions given by Health NZ Te Whatu Ora Te Matau a Māui Hawke's Bay ▪ Co-operates with health and safety policies or procedures (You have the right to cease work if you believe that you, or others, are at risk of serious harm). 			
KEY WORKING RELATIONSHIPS	<p>INTERNAL Detail of all key internal working relationships</p> <ul style="list-style-type: none"> ▪ Call Centre ▪ Duty Managers ▪ Unit Managers ▪ Facilities staff 		<p>EXTERNAL Detail of all key external working relationships</p> <ul style="list-style-type: none"> ▪ NZ Police ▪ NZ Fire Service ▪ Contractors ▪ Funeral Director ▪ General Public 	
DELEGATION AND DECISION	Nil			
HOURS OF WORK	Casual as and when needed, hours are variable.			

EMPLOYMENT AGREEMENT & SALARY	In accordance with the E tū Union Multi Employer Collective Agreement (ETU)
DATE	2024
EXPENDITURE & BUDGET ACCOUNTABILITY	Nil

ESSENTIAL CRITERIA

Qualifications

- Certificate in Health and Wellbeing Level 2, or working toward higher qualification
- Certificate of approval

Experience

Business / Technical Skills

- Ability to communicate well with people
- An appropriate level of **medical** and **physical** fitness
- Ability to work without supervision and to deal calmly and appropriately with situations that may become stressful,
- Excellent interpersonal skills
- Ability to work collaboratively with others is essential

Key Attributes

- Effective communication skills
- An enthusiastic, friendly mature
- Basic problem solving.
- Open and responsive to customer needs
- Demonstrate an understanding of continuous quality improvement
- Positive attitude with problem solving focus

Effectively Engaging with Māori

- Demonstrates knowledge and understanding of local tikanga and Maori culture sufficiently to be able to respond appropriately to Māori
- Is visible, welcoming and accessible to Māori consumers and their whanau
- Actively engages in respectful relationships with Māori consumers and whanau and the Māori community
- Actively seeks ways to work with Māori consumers and whanau to maximise Māori experience
- Actively facilitates the participation of whanau in the care and support of their whanau member.

Physical Requirements

Agility:

- Able to kneel, Squat, raise arms above head, reach arms out front & maintain for 2 minutes.

Fitness:

- Able to walk/run up 4 flights of steps & back. Able to do 5 ½ press ups(i.e. on knees)
- Able to walk 2 km without stopping

Vaccination Requirements

- As per current employee immunisation policy, including annual influenza vaccination.

DESIRABLE CRITERIA

Experience

- Experience in security or a related industry
- Radio-telephone experience
- First aid certificate
- Firefighting experience
- CCTV knowledge and experience
- Microsoft Office experience



Our Vision and Values

Te hauora o te Matau-a-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

RARANGA TE TIRA PARTNERSHIP

Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

TAUWHIRO CARE

Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.