

Health New Zealand Te Whatu Ora	POSITION TITLE	Security Supervisor		
	DIRECTORATE	Support Services	DEPARTMENT	Patient Support Unit
	REPORTING TO (operationally)	Security / Orderly Manager	REPORTING TO (professionally)	Security Orderly Manager
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	<p>This role is a supervisory role for the Security Service at Te Matau a Māui Hawke’s Bay. The role is designed to provide day-to-day guidance to jobs to the Security team in a timely manner, that is equitable to all staff and patients</p> <p>Staff reporting</p> <p>Direct: Nil</p> <p>Indirect: Nil</p>			
PURPOSE OF THE POSITION	<p>To provide hands on, day-to-day guidance to the Security team including, delegation of jobs, providing technical advice and expertise, guiding the team to deliver in an effective, efficient, high-quality manner, and to support hospital needs</p> <p>To support the team delivery of organisation KPI’s in consultation with the Security Orderly Manager and be actively involved in projects as delegated by manager</p> <p>To coordinate with other hospital staff and stakeholders to ensure a high quality of care, safety and asset protection is maintained</p> <p>To work with Security Orderly Manager to identify opportunities to drive continuous improvement of Security Service, ensuring the efficient use of resources and delivery of the service</p> <p>To recognise and support the delivery of the Hawkes Bay Health Sector vision</p>			
KEY DELIVERABLES	<p>Staff support</p> <p>Specifically, the role is responsible for:</p> <ul style="list-style-type: none"> • Supporting the Security team with orientation to the Security jobs and tasks that is fair and equitable to all team members • Supporting a culture of team work of which ensures that the patient is at the centre of our mahi • Ensure that all staff are on boarded and orientated to the mahi of a Security Officer and ensure staff are competent and understand the tasks of roles they will cover • Appropriate guidance, coaching, and adherence to compulsory training requirements of all staff <p>Supporting management in providing information on Security matters and being an effective conduit of information to management by:</p> <ul style="list-style-type: none"> • Ensuring that expectations of the service are aligned with resources in collaboration with the Manager • Ensuring that up to date and complete documentation is maintained for all Security processes and procedures, and Quality standards as directed by Manager • Monitoring activity to ensure policies, and agreed processes and procedures are adhered to and result in a high level of mahi and integrity • Escalating patient and staff complaints or incidents to Management in a timely and people-centric manner. • Responsibility for communication to management • In collaboration with Manager oversee rostering, recruiting and Performance Development Reviews <p>To Provide Supervision and Guidance</p> <ul style="list-style-type: none"> ○ Communication and support to the Security team, both in writing and verbally ○ Professional, positive, flexible attitude is displayed ○ Supervise and encourage staff to continually improve service delivery ○ Demonstrate the ability to drive self and others to deliver results ○ Consistently and constantly fosters joint problem solving and decision making across the team and wider ○ Leave is coordinated and relief cover provided to enable effective rostering ○ Investigate Safety 1st, ASSURA and other service incidents and complaints in collaboration with Manager. Taking appropriate remedial action and making recommendations to avoid repetition. ○ Coordinate performance management of staff and ensure direct reports have annual appraisals, provide feedback, coach and assist in developing annual goals and objectives ○ Ensure that the appropriate levels and standards of service are delivered 			

	<ul style="list-style-type: none"> ○ Ensure that all security staff are orientated to and understand tasks of roles they will cover ○ Demonstrates strong prioritisation skills and ability to run an effective meeting <p>Continuous improvement</p> <ul style="list-style-type: none"> ○ Works with manager to implement a continuous quality improvement programme ○ Actively looks for ways to streamline, monitor and maintain high quality Security services and processes. ○ Contributes to the development of the annual service plan and monitors performance ○ Works with the manager to establish and actively monitor a leave management plan for staff to ensure safety and wellbeing practices are imbedded in the service ○ Maintains a safe environment for staff including facilities and equipment ○ Open and responsive to customer needs and feedback <p>System/ process management</p> <ul style="list-style-type: none"> ○ Accurate information is captured within the appropriate systems to support the manager to deliver the business needs including reporting, data analysis, audit standards, statistical returns ○ Implement / oversee training modules, team meetings, and ensure processes are in place to minimise unnecessary errors 		
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"> ○ Not to do anything that puts your own H&S at risk ○ Not to do anything that puts others H&S at risk ○ To follow all health and safety policies and procedures ○ To follow all reasonable health and safety instructions ○ (You have the right to cease work if you believe that you, or others, are at risk of serious harm). 		
KEY WORKING RELATIONSHIPS	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>INTERNAL</p> <ul style="list-style-type: none"> ○ Patient Support Manager ○ Security Orderly Manager ○ Security team ○ Support Services General Manager ○ Human resources ○ Digital enablers ○ Finance ○ All clinical staff ○ Corporate staff ○ Patients & visitors </td> <td style="width: 50%; vertical-align: top;"> <p>EXTERNAL</p> <ul style="list-style-type: none"> ● Members of the public ● Couriers Companies ● Allied Laundry ● Contractors ● Other DHBs ● Ministry of Health ● Public ● Police </td> </tr> </table>	<p>INTERNAL</p> <ul style="list-style-type: none"> ○ Patient Support Manager ○ Security Orderly Manager ○ Security team ○ Support Services General Manager ○ Human resources ○ Digital enablers ○ Finance ○ All clinical staff ○ Corporate staff ○ Patients & visitors 	<p>EXTERNAL</p> <ul style="list-style-type: none"> ● Members of the public ● Couriers Companies ● Allied Laundry ● Contractors ● Other DHBs ● Ministry of Health ● Public ● Police
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DELEGATION AND DECISION	<p>Works with Security Orderly manager to maintain the service levels agreed to and to achieve the plan.</p> <p>Problem solves issues on a day to day basis as they arise and in partnership with manager</p> <p>Maintains relationships with managers of areas where service is provided.</p> <p>Attend meetings on behalf of Security/Orderly Manager as required.</p>		
HOURS OF WORK	80 Hours per fortnight		
EMPLOYMENT AGREEMENT & SALARY	ETU MECA Agreement/Supervisors/Gade 1 to 4		
DATE	Jan 2025		
EXPENDITURE & BUDGET ACCOUNTABILITY	<p>Has no budgetary responsibility</p> <p>Must use resources allocated responsibly</p>		
SCOPE & COMPLEXITY	<p>Ensuring Te Matau a Māui Hawke’s Bay and MOH elective targets are met</p> <p>Ensuring Security Officers adhere to standard practices and processes</p> <p>Ensuring continuous improvement in process and data quality</p> <p>Relationship management with internal and external customers</p> <p>Workforce planning, improving capability and capacity, staff education</p> <p>Attend approved courses to enhance qualification/experience</p> <p>Participate in projects and working parties to improve management and quality of health information</p>		

ESSENTIAL CRITERIA

Qualifications

- Certificate in NZQA level 4

Experience

- Ability to successfully work independently and as an effective team member
- Previous Te Matau a Māui Hawke's Bay Security Guard experience
- A strong commitment to delivery of a quality customer focused service.
- Experience in working in a team
- Ability to challenge security practices and apply continuous quality improvement
- Sound knowledge of Security systems and relevant legislation
- Excellent time management
- Skilled at problem solving and prioritising
- Knowledge of Ministry of Health processes
- Sound knowledge of Microsoft Excel and Word

Business / Technical Skills

- Experience in using EXCEL and Word
- Experience working in the health sector
- Experience in use of Avigilon CCTV & Gallagher access control
- Knowledge of MOH contracts, guidelines and performance indicators

Effectively Engaging with Māori

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

DESIRABLE CRITERIA

Experience

- Previous experience leading/supervising a team
- Business and/or leadership management Diploma
- Understanding of organisation dynamics and able to work effectively in a complex multi-professional workplace.
- CCTV & Access control experience.

Business / Technical Skills

- Nil



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.

RARANGATE 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.