POSITION DESCRIPTION

Position Title:	Health & Security Assistant
Department:	Hotel Services
Location:	War Memorial Hospital
Uniting Purpose:	To inspire people, enliven communities & confront injustice
Uniting Values:	Imaginative, respectful, compassionate, bold

Classification:	Health and Security Assistant
Vaccination risk category:	A
Award:	Medically Supervised Injecting Centre (MSIC) and War Memorial Hospital (Waverley) (WMH) Health Service Employees Agreement 2016
Employment status:	Casual
Hours:	As required, 7 day rotating roster/shift work

Position reports to:	Hotel Services Manager
Position Supervises:	N/A
Key relationships:	Health and Security Team Members

POSITION PURPOSE

This role is responsible for maintaining a high degree of cleanliness and providing security services to support the effective and efficient functioning of the War Memorial Hospital Campus

POSITION OBJECTIVES

- To work within a team to provide a high level of customer service to patients, staff and visitors to War Memorial Hospital
- To assist with the security and safety of all staff and patients, and the protection and security of War Memorial Hospital property
- To provide a high standard of cleaning services in line with infection control procedures and universal precautions

War Memorial Hospital
ABN 78722 539 923
125 Birrell Street
Waverley NSW 2024
T 02 9369 0100
F 02 9387 7018

KEY RESPONSIBILITIES

Financial management & awareness:
- Stewardship of resources

Operational processes:
- Responsibility for cleaning of assigned areas to required standard
- Provide assistance where required with patient transfers
- Delivery and collection of clean and dirty linen
- Provision of Waste Management Services across the site
- Provision of basic security services encompassing alarm response, lockdown procedures, assessment and de-escalation skills

Client management & engagement (internal & external stakeholders):
- Provide a high level of customer service
- Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders

People management & teamwork:
- Communicate with management team regarding issues related to security, cleaning, linen and waste management service delivery
- Participate in unit based activities relating to food and environmental services
- Communicate any client related issues to management team or unit based staff
- Actively participate in the organisations performance management framework and review processes

---

KEY PERFORMANCE INDICATORS

Financial management & awareness:
- Efficient use and care of resources provided

Operational processes:
- To ensure cleaning audit targets for assigned areas are met
- To ensure Infection Control processes are followed whilst undertaking cleaning tasks, and in the delivery and collection of waste streams
- To ensure an adequate supply of linen is provided to service areas
- To provide timely, effective and efficient response to campus security issues and escalate when necessary

Client management & engagement (internal & external stakeholders):
- Duties are performed in a timely, safe and courteous manner
- Patients, Staff and Clients are treated with courtesy, dignity and respect in all dealings

People management & teamwork:
- To work within an integrated team to provide a high level and standard of customer service
- To maintain open and two way communication with team members and management at all times

---

Work Health and Safety Requirements:

All Staff

- Follow policies, procedures and instructions relating to work health and safety that are relevant to the work being undertaken to ensure high quality and safe services in the workplace.
- Take reasonable care for your own health, safety and wellbeing and take reasonable care to ensure that your acts or omissions do not adversely affect the health, safety and wellbeing of others.
- Comply with reasonable instructions that are provided for the safety of you and others at the workplace.

Quality and Safety Requirements:

All staff

Staff work within, and are supported by, well-designed systems to deliver safe, high-quality clinical care. Staff are responsible for the safety and quality of their own professional practice, and professional codes of conduct. Staff will:

- Actively take part in the development of an organisational culture that enables, and gives priority to, patient safety and quality
- Actively communicate their profession's commitment to the delivery of safe, high-quality health care
- Model professional conduct that is consistent with a commitment to safety and quality at all times
- Embrace opportunities to learn about safety and quality theory and systems
- Embrace opportunities to take part in the management of clinical services
- Encourage, mentor and guide colleagues in the delivery of safe, high-quality care
- Take part in all aspects of the development, implementation, evaluation and monitoring of governance processes

---

PROFESSIONAL SKILLS AND KNOWLEDGE

Skills & Experience:

1. Health and Security Assistant or Security Officer with cleaning experience or Hospital Cleaner/ Porter interested in learning security procedures
2. Possession of a current New South Wales Class 1A Security Licence and First Aid Certificate in accordance with the Security Industry Act or willing to work towards
3. Knowledge and experience in general security and risk management awareness
4. Demonstrated knowledge and experience of hospital cleaning standards and processes
5. Proven interpersonal, written, electronic and verbal communication skills with the ability to communicate with patients, visitors and other staff across all levels in the Hospital and computer skills relevant to the role and mandatory training requirements
6. Demonstrated ability to work well supervised, within a team and also independently following schedules and instructions
7. Ability and availability to work across a 7 day rotating roster
8. Awareness of Work Health Safety and Infection Control principles

Qualifications:

- NSW Class 1A Security Licence
- Current First Aid Certificate

Employee Name:		Managers Name: Title	
Date:		Date:	
Signature:		Signature:	

JOB DEMANDS CHECKLIST

Job Title: Health and Security Assistant
Department: Hotel Services
Assessor: Hotel Services Manager
Date of Assessment review: November 2024

Service/Unit: War Memorial Hospital
Manager/Supervisor: Hotel Services Manager
Date of Assessment: November 2023

Definitions:

* Denotes a critical requirement of the job

Frequency

I	Infrequent – intermittent activity exists for a short time on a very infrequent basis	C	Constant – activity exists for more than 2/3 of the time when performing the job
O	Occasional - activity exists up to 1/3 of the time when performing the job	R	Repetitive – activity involves repetitive movements
F	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	N/A	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	Sitting Remaining in a seated position to perform tasks			x				
	Standing Remaining standing without moving about to perform tasks				x			
	Walking Floor type: even/uneven/slippery, indoors/outdoors, slopes					x		
	Running Floor type: even/uneven/slippery, indoors/outdoors, slopes		x					
	Bend/ Lean Forward from Waist Forward bending from the waist to perform tasks				x			
	Trunk Twisting Turning from the waist while sitting or standing to perform tasks				x			
	Kneeling Remaining in a kneeling posture to perform tasks			x				
	Squatting/ Crouching Adopting a squatting or crouching posture to perform tasks			x				
	Crawling Moving by crawling on knees & hands to perform tasks							x
	Leg/ Foot Movement Use of leg and or foot to operate machinery				x			
	Climbing (stairs/ladders) Ascend/ descend stairs, ladders, steps, scaffolding				x			
	Lifting/ Carrying	Light lifting & carrying – 0 – 9kg			x			
		Moderate lifting & carrying – 10 – 15kg		x				
		Heavy lifting & carrying – 16kg and above						x
	Reaching Arms fully extended forward or raised above shoulder				x			
	Pushing/ Pulling/ Restraining Using force to hold/restrain or move objects toward or away from body			x				
	Head/ Neck Postures Holding head in a position other than neutral (facing forward)				x			
	Hand & Arm Movements Repetitive movements of hands & arms				x			
	Grasping/ Fine Manipulation Gripping, holding, clasping with fingers or hands				x			
	Work at Heights Using ladders, footstools, scaffolding, or other objects to perform work			x				
	Driving Operating any motor powered vehicle		x					

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sight Use of sight is an integral part of work performance e.g. viewing of X-rays, computer screen				x		
	Hearing Use of hearing is an integral part of work performance e.g. telephone enquiries				x		
	Smell Use of smell is an integral part of work performance e.g. working with chemicals	x					

	Taste Use of taste is an integral part of work performance e.g. food preparation						x
	Touch Use of touch is an integral part of work performance				x		

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	Distressed people e.g. emergency or grief situations		x				
	Aggressive & uncooperative people e.g. drug/alcohol, dementia, mental illness		x				
	Unpredictable people e.g. dementia, mental illness and head injuries		x				
	Restraining Involvement in physical containment of patients/clients	x					
	Exposure to distressing situations e.g. child abuse, viewing dead/mutilated bodies	x					

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Dust Exposure to atmospheric dust	x					
	Gases Working with explosive or flammable gases requiring precautionary measures		x				
	Fumes Exposure to noxious or toxic fumes						x
	Liquids Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE			x			
	Hazardous substances e.g. dry chemicals, glues						x
	Noise Environmental/background noise necessitates people to raise their voice to be heard	x					
	Inadequate lighting Risk of trips, falls or eyestrain	x					
	Sunlight Risk of sunburn exists from spending more than 10 minutes per work day in sunlight		x				
	Extreme temperatures Environmental temperatures are < 15°C or > 35°C						x
	Confined spaces Areas where only one egress (escape route) exists						x
	Slippery or uneven surfaces Greasy or wet floor surfaces, ramps, uneven ground	x					
	Inadequate housekeeping Obstructions to walkways and work areas cause trips & falls	x					
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks		x				
	Biological hazards e.g. exposure to body fluids, bacteria, infectious diseases		x				

Additional Position Requirements/Demands Summary: From the checklist, outline the main requirements or demands of the job. This information will then be transferred to the Position Description. Anything that is frequent and above or identified as critical to the job should be included in the position description.

……

……

Signature of Manager: …… **Date**: ……./……./20…….

☐ I am able to fulfil the above requirements without modification.

☐ I am unable to fulfil the above job requirements and need the following modifications:

……

……

Signature of Employee: …….... **Date:** ……/……/20…….